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ABSTRACT

An appendix to a study that attempts to measure the service capabilities of public libraries, either in relation to the needs of their communities or to the standards adopted by the profession. (Author)

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REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 11
Size Category: Large

1. Description of Collection

A. "322" Probability Sample

The purpose of the 322 probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.210	.357	.250	.122	.136-.530	.150-.288	.176-.176
b. Probability of availability	.146	.262	.180	.080	.110-.314	.083-.262	.044-.124
c. Availability of books owned	.675	.606	.720	.666	.561-.810	.550-.703	.575-.750
2. Adult Books (N=447)							
a. Probability of ownership	.181	.403	.240	.125	.181-.833	.143-.266	.073-.183
b. Probability of availability	.125	.237	.174	.083	.121-.343	.074-.192	.045-.116
c. Availability of books owned	.691	.631	.780	.661	.353-.729	.510-.667	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.453	.153	.302	.075	.038-.755	.038-.472	.017-.253
b. Probability of availability	.321	.250	.226	.057	.017-.336	.013-.302	.010-.183
c. Availability of books owned	.703	.542	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.508	.450	.525	.132	.175-.920	.255-.450	.100-.263
2. Probability of availability	.575	.450	.513	.175	.153-.950	.188-.600	.088-.513
3. Availability of articles owned	.968	.477	.462	.875	.829-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=144)	.585	.750	.618	.646	.555-.849	.650-.689	.582-.850
2. Adult Availability (N=396)	.654	.750	.646	.732	.634-.832	.600-.850	.605-.929
3. Juvenile Availability (N=14)	.538	.500	.472	.648	.388-.840	.491-.724	.503-.750

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11. Building Usage

A. Description of Users	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Sex							
Male	1603	60.3	44.8	44.5	43.0-56.0	42.2-51.5	36.1-53.8
Female	731	38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-62.8
No Response	95	3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.9-2.4
TOTAL	2429	100.0					
2. Student-Nonstudent							
Student	845	36.1	47.3	52.7	22.4-43.1	45.1-52.6	42.8-57.1
Nonstudent	1584	60.8	48.2	45.7	52.7-69.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	2429	100.0					
3. Grade Level of Students							
Elementary (K-6)	143	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	155	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	308	34.0	29.7	28.0	22.3-33.9	21.5-35.1	24.1-37.1
College	122	30.2	16.7	13.5	11.6-41.6	10.7-20.9	6.2-24.5
Graduate School	24	4.1	1.9	0.4	2.1-16.8	0.2-2.4	6.0-3.5
No Response	93	6.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	845	100.0					
4. Occupation of Nonstudents							
Professional	242	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	158	29.8	21.9	18.3	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	272	13.0	10.2	10.9	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	81	7.7	22.5	32.2	2.5-29.8	13.8-29.5	17.4-4.3
Retired	188	11.9	9.8	0.6	5.3-13.4	1.3-10.5	1.6-15.5
Unemployed	57	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	502	6.3	15.9	7.6	0.5-36.9	4.6-21.0	0.4-20.7
TOTAL	1580	100.0					
5. Time Entered							
9:00-9:59	162	6.9	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.7
10:00-10:59	15	7.3	9.9	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	136	8.3	8.7	5.5	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	232	11.3	9.8	5.9	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	180	10.4	7.4	8.9	6.5-12.5	6.3-13.0	4.5-16.1
2:00-2:59	172	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.7
3:00-3:59	228	10.4	10.4	11.5	9.4-12.9	8.8-12.7	7.4-24.7
4:00-4:59	294	10.1	10.4	11.5	7.4-12.7	5.7-12.7	2.5-15.0
5:00-5:59	244	8.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	207	6.5	5.8	6.9	4.7-8.5	3.3-10.0	5.0-15.3
7:00-7:59	177	7.5	7.0	10.1	5.5-10.0	7.5-13.4	7.0-18.3
8:00-8:59	123	4.5	5.0	7.1	2.5-5.8	2.5-9.8	4.0-8.1
No Response	51	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	2429	100.0					
C. Satisfaction							
Satisfied	1524	62.7	60.9	72.1	58.6-73.1	66.3-75.9	62.5-77.5
Partially Satisfied	272	11.2	16.2	16.9	8.3-20.8	15.2-21.1	11.1-22.7
Not Satisfied	139	5.7	8.0	6.7	5.7-25.9	9.1-21.4	5.0-28.6
No Response	495	20.4	4.2	5.5	3.3-20.4	3.2-6.1	2.4-9.9
TOTAL	2429	100.0					

III. Circulation

Library 11

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library			All Phase II Libraries			Low-High Range		
	#	%		Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	321	26.1		26.7	25.0	21.7	12.5-36.0	10.0-48.5	17.4-50.7
Periodicals	272	22.1		26.1	23.7	25.0	0.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	34	2.8		2.4	4.3	11.5	0.0-7.7	2.7-9.6	5.8-11.7
Newspapers	273	23.6		10.0	7.0	4.3	0.5-23.0	0.0-13.4	0.7-22.5
Reference Books	54	4.4		14.0	12.4	10.0	4.4-23.0	3.4-30.2	4.7-15.1
Microfilm	10	0.8		4.0	0.7	*	0.0-9.0	0.0-3.3	0.0-1.0
Circulating Fiction	61	5.0		4.4	1.3	6.4	2.0-15.7	0.0-25.4	0.0-17.2
Vertical File	57	4.6		2.3	0.7	4.8	0.2-11.0	0.0-11.0	0.0-22.7
Records	79	5.7		2.0	*	0.3	0.0-5.7	0.0-0.0	0.0-2.0
Other	52	4.2		7.0	2.0	4.4	3.2-10.6	0.7-13.4	1.3-11.5
TOTAL	1231	100.0							

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	1379	3005	3362	1894	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	593	1563	918	616	503-3410	451-1347	322-792
Average # of Items per User	2.74	2.80	3.12	3.23	2.50-3.80	3.10-3.67	2.05-3.30
% Users Checking Out Books	20.7%	33.0%	47.6%	38.0%	20.7-52.4	20.2-51.3	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated							
Books	1160	91.2	92.5	94.2	93.3	81.2-94.0	72.5-95.8
Periodicals	5	0.3	*	3.0	1.0	0.0-0.3	0.1-5.2
Records	57	4.0	5.2	2.4	3.4	0.0-7.0	2.3-3.7
Other	207	16.3	5.0	1.0	1.0	1.2-14.5	0.7-21.9
TOTAL	2097	100.0					
Returned:							
Books	761	73.0	95.2	94.5	91.7	73.0-91.7	73.5-95.8
Periodicals	0	0.0	*	2.3	1.3	0.0-1.6	0.1-4.8
Records	102	2.0	7.8	1.6	2.7	5.3-13.0	2.4-4.5
Other	179	15.3	7.7	1.2	1.1	0.3-16.3	0.0-21.4
TOTAL	1042	100.0					

IV. Patterns of Reference Usage

Library 11

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	38	7.3	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	41	7.9	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	47	9.0	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	42	8.0	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	52	10.0	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	45	8.6	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.3-16.7
3:00-3:59	33	6.3	7.2	10.5	3.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	81	15.5	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	45	8.6	7.6	6.1	6.3	6.1-8.6	1.1-19.0	4.7-10.4
6:00-6:59	34	6.5	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	40	7.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	24	4.6	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	522	100.0						
8. Type of Question								
Source Related	256	49.1	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	266	50.9	61.2	65.8	53.2	43.6-70.8	27.8-68.7	9.8-80.4
TOTAL	522	100.0						
C. Source Related Questions								
1. Questioner								
Student	88	34.4	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-53.5
Nonstudent	158	51.7	76.1	51.8	51.5	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	10	3.9	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	256	100.0						
2. Means								
In Person	193	77.7	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	57	22.3	45.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	256	100.0						
3. Searcher								
Librarian	227	88.7	83.0	87.2	92.0	73.4-95.6	39.3-71.0	55.6-100.0
User	24	9.4	8.3	8.5	5.7	0.4-11.8	3.3-50.6	0.0-74.1
Both	5	1.9	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.2	0.0-20.3
TOTAL	256	100.0						
4. Disposition of Question								
Answered	253	98.8	99.6	97.8	100.0	95.2-99.6	36.4-100.0	93.6-100.0
Referred	1	0.4	0.0	0.5	0.0	0.0-3.3	6.0-3.1	0.0-3.2
Not Answered	2	0.8	0.7	0.5	0.0	0.3-2.3	0.0-3.2	0.0-3.2
TOTAL	256	100.0						

5. Source Used to Answer Questions	Your Library #	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	57	25.2	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	42	16.4	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.6
Card Catalog	51	19.9	17.3	12.1	10.8	12.4-21.1	6.7-27.8	0.0-43.4
Index	32	12.5	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	13	5.1	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	7	2.7	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	20	7.8	5.8	1.0	3.0	1.0-7.8	1.1-7.2	1.7-9.7
Other	24	9.4	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.0-35.2
TOTAL	256	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	36	5:30	25	57	49	2-178	2-32	0-118
Lounge Chairs & Couches	25	12:30	23	11	10	0-56	0-25	0-15
Photocopier	2	Often	5	4	2	0-7	0-5	0-3
Meeting Room	38	2:30	76	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	3	7:30	6	2	2	0-10	0-3	0-4
Record Player	4	5:30	4	2	2	0-3	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment In Your Library	11	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	17	18	22	13-21	14-24	11-35
D. Average Hours per week at Other Duties	23	17	17	9-23	13-24	10-25

Library 11

E. Highest Degree Earned	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
High School	2	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	7	28.4	35.8	25.0	13.6-50.0	5.9-50.0	11.1-27.3
MA	11	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	21	100.0					

F. Scheduling By Hour (Average # of People Assigned to Public Service)

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
9:00-9:59	4	10	4	2	4-26	2-10	0-7
10:00-10:59	4	11	6	3	3-31	3-10	2-7
11:00-11:59	4	11	6	3	3-31	4-10	2-7
12:00-12:59	5	10	5	3	3-28	3-8	2-5
1:00-1:59	5	11	4	3	3-27	3-9	3-6
2:00-2:59	5	12	5	4	3-33	4-11	3-7
3:00-3:59	6	11	6	5	4-34	4-11	4-9
4:00-4:59	6	12	6	4	4-31	4-10	4-9
5:00-5:59	5	14	4	4	3-26	2-8	3-6
6:00-6:59	4	8	4	5	3-17	2-6	3-5
7:00-7:59	4	7	4	5	3-19	2-6	3-5
8:00-8:59	4	7	3	5	3-18	2-6	3-5
9:00-9:59	2	5	1	0	0-12	0-2	0-5

Name of Library: Library 12

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.436	.567	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.514	.268	.180	.089	.110-.414	.088-.202	.084-.124
c. Availability of books owned	.720	.696	.720	.666	.561-.810	.550-.720	.573-.750
2. Adult Books (N=447)							
a. Probability of ownership	.893	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.515	.237	.174	.083	.121-.549	.074-.192	.043-.123
c. Availability of books owned	.353	.691	.780	.661	.353-.729	.516-.967	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.755	.453	.302	.073	.033-.755	.039-.472	.013-.293
b. Probability of availability	.302	.230	.226	.057	.019-.396	.019-.302	.013-.189
c. Availability of books owned	.400	.692	.688	.750	.400-.840	.590-.800	.500-1.00
3. Periodical Sample (N=80)							
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:							
1. Probability of ownership	.550	.450	.325	.188	.175-.950	.235-.450	.100-.263
2. Probability of availability	.534	.450	.313	.175	.163-.950	.188-.600	.028-.513
3. Availability of articles owned	.977	.977	.962	.875	.295-1.00	.682-1.00	.625-1.00
C. Title Availability Sample							
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:							
1. Total Availability (N=500)	.792	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=463)	.814	.744	.846	.732	.634-.882	.600-.899	.605-.923
3. Juvenile Availability (N=37)	.514	.636	.692	.648	.388-.846	.494-.724	.543-.746

III. Circulation

Library 12

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	1000	33.7	20.7	25.0	21.7	12.5-30.9	10.0-43.5	17.4-40.7
Periodicals	743	25.1	20.1	20.7	25.0	7.1-33.7	24.5-30.3	10.0-21.5
General Encyclopedias	72	2.4	2.4	4.3	11.5	0.0-7.7	2.7-7.0	5.0-11.7
Reference Books	16	0.5	10.0	7.0	0.0	0.5-23.0	0.5-10.0	0.7-10.3
Microfilm	205	10.0	14.0	13.4	10.3	4.4-23.0	3.4-10.3	0.7-15.1
Circulating Fiction	130	0.4	4.9	0.7	0.0	0.3-7.0	0.0-3.7	0.0-1.0
Vertical File	24	2.0	4.3	1.3	0.4	2.0-15.7	0.2-25.4	0.0-12.7
Records	352	12.0	2.3	0.7	4.0	0.2-11.3	0.0-11.0	0.0-2.7
Other	61	3.1	2.3	0.0	0.3	0.0-5.7	0.0-0.0	0.0-2.0
TOTAL	311	7.1	7.0	2.6	4.4	3.2-17.0	0.7-13.4	1.3-11.5
	2065	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	5073	3603	3360	1874	1370-10034	1400-4252	1033-2245
# of Users Circulating Books	1478	153	913	616	503-3410	451-1347	322-708
Average # of Items per User	3.69	2.69	3.12	3.23	2.50-3.03	3.10-3.07	2.95-2.30
% Users Checking Out Books	40.10	33.00	47.00	38.00	20.7-52.4	20.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated:							
Books	See Below	45.5	74.0	73.3	91.2-94.0	86.5-93.0	72.5-95.0
Periodicals		0.0	3.0	1.0	0.0-0.3	0.0-0.3	0.1-0.2
Records		5.0	2.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other		5.0	1.0	1.0	1.0-14.5	0.0-2.0	0.7-21.0
TOTAL							
Returned:							
Books	See Below	65.0	74.5	71.7	73.0-91.7	84.0-93.4	73.5-95.0
Periodicals		0.0	2.0	1.8	0.0-1.6	0.0-6.3	0.1-4.8
Records		7.5	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other		7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL							

*Data submitted inaccurate

IV. Patterns of Reference Usage

Library 12

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

Your Library			All Phase II Libraries			Low-High Range		
Reference Activity by Time of Day			Median %					
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	215	6.9	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.5-11.8
10:00-10:59	224	7.1	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	230	7.3	9.1	7.3	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	303	9.6	9.0	7.3	8.3	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	202	6.3	9.9	7.3	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	279	8.9	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	310	9.9	9.2	10.5	8.6	6.3-11.5	7.5-13.1	5.8-18.3
4:00-4:59	351	11.2	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.7-18.3
5:00-5:59	249	7.9	7.6	6.1	5.3	6.1-9.6	1.1-10.0	4.7-10.4
6:00-6:59	224	7.1	6.2	5.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	248	7.9	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.7-15.2
8:00-8:59	215	6.9	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	3140	100.0						
B. Type of Question								
Source Related	918	29.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.5-90.2
Directional	2222	70.8	61.2	65.8	53.2	49.6-70.8	27.8-58.7	9.8-80.4
TOTAL	3140	100.0						
C. Source Related Questions								
1. Questioner								
Student	228	24.8	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-53.5
Nonstudent	657	71.6	76.1	51.8	51.6	50.6-82.3	32.3-58.5	35.5-71.4
Another Library	33	3.6	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	918	100.0						
2. Means								
In Person	445	48.5	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	473	51.5	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	918	100.0						
3. Searcher								
Librarian	814	88.7	83.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	4	0.4	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	100	10.9	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	918	100.0						
4. Disposition of Question								
Answered	908	98.9	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	7	0.8	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	3	0.3	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	918	100.0						

5. Source Used to Answer Questions	Your Library #	%	All Phase II Libraries Median %			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	210	22.9	24.5	21.2	20.6	13.3-34.2	14.9-22.8	12.3-31.8
Circulating Collection	125	13.6	13.4	30.4	27.3	4.5-46.6	10.6-40.0	5.8-46.6
Card Catalog	194	21.1	17.3	12.1	19.8	12.4-21.1	6.7-23.8	0.0-43.4
Index	102	11.1	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	47	5.1	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	34	3.7	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	32	3.5	3.6	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	174	19.0	20.5	16.3	25.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	918	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries Median			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	55	3:30	65	57	49	2-17%	2-22	0-11%
Lounge Chairs & Couches	20	1:30	23	11	10	0-50	0-25	0-15
Photocopier	5	9:30-3:30	5	4	2	0-7	0-5	0-3
Meeting Room	87	1:30-2:30	96	77	61	0-21%	0-21%	0-12%
Microfilm Reader (Printer)	5	11:30-12:30	6	2	2	0-10	0-3	0-4
Record Player	4	Often	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	33	48	45	-25-48	28-48	20-53
B. Average Length of Employment in Your Library	11	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	21	18	22	13-21	14-24	11-36
D. Average Hours per week at Other Duties	10	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	3	9.8	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	4	12.9	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	3	25.8	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	15	48.4	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	1	3.1	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	1	3.1	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	31	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)		All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
9:00-9:59	8	10	4	2	4-26	2-10	0-7
10:00-10:59	9	11	6	3	3-31	3-10	2-7
11:00-11:59	9	11	6	3	3-31	4-10	2-7
12:00-12:59	7	10	5	3	3-28	3-8	2-5
1:00-1:59	5	11	4	3	3-27	3-9	3-6
2:00-2:59	10	12	5	4	3-33	4-11	3-7
3:00-3:59	11	11	5	5	4-34	4-11	4-9
4:00-4:59	11	12	6	4	4-31	4-10	4-9
5:00-5:59	11	12	6	4	3-26	2-8	3-6
6:00-6:59	8	14	4	5	3-17	2-6	3-5
7:00-7:59	7	7	4	5	3-19	2-6	3-5
8:00-8:59	7	7	3	5	3-18	2-6	3-5
9:00-9:59	2	5	1	0	0-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 13

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.514	.567	.250	.122	.156-.580	.160-.258	.075-.175
b. Probability of availability	.254	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.809	.596	.720	.666	.561-.810	.550-.783	.573-.750
2. Adult Books (N=447)							
a. Probability of ownership	.540	.405	.246	.125	.181-.895	.143-.265	.075-.185
b. Probability of availability	.257	.257	.174	.083	.121-.549	.074-.192	.045-.128
c. Availability of books owned	.697	.591	.730	.661	.555-.729	.516-.907	.538-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.472	.455	.502	.075	.058-.755	.052-.472	.018-.283
b. Probability of availability	.595	.250	.226	.057	.019-.536	.019-.302	.019-.189
c. Availability of books owned	.840	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.450	.450	.525	.188	.175-.950	.255-.450	.100-.265
2. Probability of availability	.458	.450	.515	.175	.163-.950	.182-.600	.088-.513
3. Availability of articles owned	.372	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=490)	.849	.750	.812	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=389)	.832	.744	.846	.732	.634-.882	.650-.893	.605-.929
3. Juvenile Availability (N=101)	.725	.636	.692	.648	.388-.846	.494-.724	.543-.740

II. Building Usage

A. Description of Users	Your Library #	%	All Phase II Libraries			Low-High Range		
			Large	Median % Medium	Small	Large	Medium	Small
1. Sex								
Male	2283	59.7	60.3	44.8	44.5	43.0-66.0	42.2-51.3	36.1-55.8
Female	1436	37.5	38.2	52.4	54.6	30.1-53.3	45.1-55.6	44.6-62.8
No Response	108	2.8	3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.9-2.4
TOTAL	3927	100.0						
2. Student-Nonstudent								
Student	1185	31.0	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	2642	69.0	60.8	48.2	45.7	52.7-69.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	3927	100.0						
3. Grade Level of Students								
Elementary (K-5)	75	6.3	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	28	2.4	14.2	19.0	19.7	2.4-25.5	12.9-22.7	13.3-26.9
High School (10-12)	264	22.3	34.9	29.7	28.0	22.3-43.9	21.5-35.1	24.1-35.1
College	464	39.2	30.2	16.7	13.5	11.6-41.6	10.7-20.9	6.2-24.5
Graduate School	92	7.3	4.1	1.9	0.4	2.1-16.8	0.2-2.0	0.0-3.4
No Response	262	20.4	6.7	6.6	6.3	3.7-20.4	4.1-9.0	0.8-12.2
TOTAL	1185	100.0						
4. Occupation of Nonstudents								
Professional	657	24.9	27.0	18.1	18.7	15.3-33.3	17.0-23.3	12.6-28.1
Other White Collar	928	35.1	29.8	21.9	18.3	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	172	6.7	13.0	10.8	10.9	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	95	3.5	7.7	22.5	32.2	2.5-29.8	13.8-23.5	17.4-43.3
Retired	155	5.9	3.0	9.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	53	2.0	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	576	21.8	6.3	15.9	7.6	0.5-36.9	4.6-21.9	0.4-20.7
TOTAL	2642	100.0						
5. Time Entered								
9:00-9:59	251	6.6	6.9	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	259	7.0	7.3	9.9	5.5	6.4-8.3	7.0-11.0	4.1-7.7
11:00-11:59	310	8.3	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	560	14.6	11.5	9.8	5.9	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	378	9.9	10.4	7.4	8.9	6.5-12.5	6.0-13.0	4.5-16.1
2:00-2:59	333	8.8	8.5	10.3	6.8	6.8-10.9	6.6-11.4	2.5-14.1
3:00-3:59	384	10.0	10.4	10.4	11.2	9.4-12.6	8.8-12.7	7.4-14.7
4:00-4:59	342	8.9	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	272	7.8	8.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	234	6.1	6.5	5.8	10.1	4.7-8.5	3.9-10.0	5.0-15.2
7:00-7:59	260	6.8	7.5	9.0	14.4	5.5-10.6	7.5-14.8	7.0-16.8
8:00-8:59	189	4.9	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	36	0.1	0.1	0.1	*	0.0-2.4	0.0-9.3	0.0-1.0
TOTAL	3921	100.0						
6. Satisfaction								
Satisfied	2333	63.3	66.6	69.9	72.1	58.6-73.1	66.3-73.9	52.5-77.5
Partially Satisfied	710	19.0	16.6	16.2	16.0	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	235	7.7	7.1	9.0	6.7	5.7-25.9	6.1-9.4	5.0-25.6
No Response	169	4.4	6.6	4.2	5.5	3.9-20.4	3.2-6.1	2.4-9.0
TOTAL	3827	100.0						

III. Circulation

Library 13

A. In-Library Circulation

In-library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	342	12.5	26.7	25.0	21.7	12.5-36.0	10.3-40.5	17.4-40.7
Periodicals	796	29.0	26.1	23.7	25.0	0.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	35	1.3	0.4	0.3	11.5	0.0-7.7	2.7-7.6	5.8-11.7
News/Speakers	410	15.3	10.0	7.6	4.3	0.5-23.8	0.3-10.4	0.7-22.5
Reference Books	561	19.7	14.6	12.4	10.6	4.4-23.6	2.3-10.2	4.7-13.1
Microfilm	204	7.6	4.0	0.7	*	0.0-9.6	0.0-3.2	0.0-1.0
Circulating Fiction	119	4.3	4.4	1.3	6.4	2.0-15.7	0.2-20.4	0.0-12.2
Vertical File	42	1.5	2.3	0.7	4.3	0.2-11.0	0.0-11.0	0.0-23.7
Records	*	*	2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.6
Other	199	5.8	7.0	2.6	4.4	3.2-10.6	0.7-13.4	1.3-11.5
TOTAL	2745	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
# of Items Circulated	2074		1005	3368	1874	1370-10034	1404-4252	1023-2245
# of Users Circulating Books	1058		1365	918	616	503-3410	451-1347	322-770
Average # of Items per User	2.72		2.39	3.12	3.23	2.50-3.30	3.10-3.67	2.65-3.50
% Users Checking Out Books	27.63		33.04	47.63	38.02	20.7-52.4	20.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	2652	89.5	28.5	74.2	93.3	21.2-94.0	84.5-96.0	72.5-95.8
Periodicals	*	*	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-0.2
Records	*	*	3.2	2.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	345	11.5	3.3	1.0	1.3	1.2-14.5	0.0-2.8	0.7-21.0
TOTAL	2997	100.0						
Returned:								
Books	2935	75.3	25.2	74.5	91.7	73.0-91.7	54.0-90.4	73.5-95.6
Periodicals	*	*	*	2.0	1.3	0.0-1.0	0.0-0.3	0.1-0.2
Records	592	13.0	7.8	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.8
Other	453	11.7	7.7	1.3	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL	3999	100.0						

IV. Patterns of Reference Usage

Library 13

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	216	8.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	237	9.0	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	241	9.2	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	302	11.5	9.0	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	326	12.4	9.0	7.3	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	274	10.4	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	225	8.5	9.2	10.5	8.6	5.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	253	9.6	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	174	6.6	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	118	4.5	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	118	4.5	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	147	5.6	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	2631	100.0						
B. Type of Question								
Source Related	1325	50.4	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	1296	49.6	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	2631	100.0						
C. Source Related Questions								
1. Questioner								
Student	206	15.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	1090	82.3	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	29	2.2	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	1325	100.0						
2. Means								
In person	520	39.2	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By phone	805	60.8	46.5	18.5	16.1	22.3-50.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	1325	100.0						
3. Searcher								
Librarian	1161	87.6	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	157	11.8	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	7	0.6	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	1325	100.0						
4. Disposition of Question								
Answered	1318	99.5	98.6	97.8	100.0	95.2-99.6	95.4-100.0	93.6-100.0
Referred	1	0.1	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	6	0.4	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	1325	100.0						

5. Source Used to Answer Questions	Your Library #	?	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	394	27.0	124.5	21.2	20.0	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	60	4.5	13.4	30.4	27.2	4.5-46.0	10.0-40.0	6.8-46.0
Card Catalog	165	12.4	17.3	12.1	12.8	12.4-21.1	0.7-29.8	0.0-49.4
Index	59	4.5	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-12.1
Telephone Book	132	10.4	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	122	9.2	3.2	0.5	0.0	0.3-9.0	0.0-3.1	0.0-2.4
Vertical File	37	2.8	3.0	1.9	3.0	1.0-7.8	1.1-7.2	1.7-9.7
Other	360	27.2	27.5	10.3	15.7	0.4-17.2	10.1-35.1	3.3-35.2
TOTAL	1325	100.0						

V. Facilities Usage

Facilities Usage Deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	73	12:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	56	12:30	23	11	10	0-56	0-25	0-15
Photocopier	5	3:30	5	4	2	0-7	0-5	0-3
Meeting Room	*	*	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	7	12:30	6	2	2	0-10	0-3	0-4
Record Player	3	Often	4	2	2	0-3	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	23	33	48	45		-25-43	28-48	26-53
B. Average Length of Employment in Your Library	4	7	7	7		0-11	5-10	3-13
C. Average Hours per Week at Public Service	13	13	22	19		13-21	14-24	11-36
D. Average Hours per week at Other Duties	19	17	17	17		9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries				Low-High Range		
	#	%	Large	Medium	Small		Large	Medium	Small
High School	2	5.3	7.4	0.0	22.9		0.0-14.7	0.0-29.4	0.0-33.3
Some College	7	18.4	14.4	21.4	32.0		3.5-32.8	0.0-37.5	11.1-75.0
BA	7	18.4	28.4	35.8	25.0		15.6-50.0	5.9-50.0	11.1-27.3
MA	21	55.3	47.3	37.5	23.6		20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*		0.0-3.5	0.0-0.0	0.0-0.0
No Response	1	2.6	1.3	*	*		0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	38	100.0							

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	12	10	4	2	4-26	2-10	0-7
10:00-10:59	12	11	6	3	3-31	3-10	2-7
11:00-11:59	13	11	6	3	3-31	4-10	2-7
12:00-12:59	11	10	5	3	3-28	3-8	2-5
1:00-1:59	11	11	4	3	3-27	3-9	3-6
2:00-2:59	13	12	5	4	3-33	4-11	3-7
3:00-3:59	13	11	6	5	4-34	4-11	4-9
4:00-4:59	13	12	6	4	4-31	4-10	4-9
5:00-5:59	11	14	4	4	3-26	2-8	3-6
6:00-6:59	8	7	4	5	3-17	2-6	3-5
7:00-7:59	7	7	4	5	3-19	2-6	3-5
8:00-8:59	7	7	3	5	3-18	2-6	3-5
9:00-9:59	2	5	1	0	3-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 14
Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.252	.367	.230	.122	.136-.580	.150-.288	.076-.176
b. Probability of availability	.162	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.643	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.228	.405	.246	.125	.181-.893	.153-.266	.076-.183
b. Probability of availability	.141	.237	.174	.083	.121-.349	.074-.192	.045-.128
c. Availability of books owned	.618	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.523	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.360	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.750	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.450	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.450	.450	.313	.175	.163-.950	.258-.600	.088-.513
3. Availability of articles owned	1.00	.977	.962	.875	.895-1.00	.662-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=478)	.655	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=379)	.702	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=99)	.475	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

A. Description of Users

1. Sex	Your Library #	%	All Phase II Libraries Median			Low-High Range			Library 14
			Large	Medium	Small	Large	Medium	Small	
Male	1973	53.8	50.3	44.3	44.5	43.0-56.0	42.2-51.5	35.1-53.8	
Female	976	43.9	38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-52.8	
No Response	45	2.3	3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.9-2.4	
TOTAL	1994	100.0							

2. Student-Nonstudent

Student	999	45.1	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1	
Nonstudent	1094	54.9	50.8	48.2	45.7	52.7-59.0	40.7-54.9	42.9-57.2	
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2	
TOTAL	1994	100.0							

3. Grade Level of Students

Elementary (K-5)	61	6.8	8.8	25.1	31.3	3.0-20.4	20.1-23.5	13.3-40.1	
Junior High School (7-9)	133	14.8	14.2	19.0	19.7	2.4-25.5	12.0-22.7	13.8-22.9	
High School (10-12)	348	38.7	34.0	29.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1	
College	273	30.3	30.2	16.7	13.5	11.0-41.6	10.7-20.0	6.2-24.5	
Graduate School	28	3.1	4.1	1.9	0.4	2.1-10.8	0.2-2.4	0.0-3.4	
No Response	57	6.3	6.7	6.6	0.3	3.7-20.4	4.1-20.0	0.0-12.2	
TOTAL	999	100.0							

4. Occupation of Nonstudents

Professional	275	24.2	27.9	18.1	19.0	15.3-33.2	17.0-23.3	15.4-28.1	
Other White Collar	394	31.4	27.8	21.3	18.3	10.0-35.0	10.0-30.2	15.4-28.1	
Blue Collar	71	8.3	13.7	10.3	10.0	5.7-17.2	5.7-15.3	6.0-16.7	
Housewife/mother	110	10.9	7.7	22.3	32.2	2.5-20.8	13.8-20.3	17.4-24.3	
Retired	102	9.7	7.0	7.6	6.6	5.3-15.4	1.3-12.5	11.0-15.5	
Unemployed	8	0.7	3.0	1.7	1.5	0.7-10.4	1.1-2.0	0.0-3.2	
No Response	174	10.1	6.3	15.9	7.5	0.5-35.0	4.0-21.0	0.0-18.0	
TOTAL	1994	100.0							

5. Time Entered

9:00-9:59	93	4.2	5.3	7.3	5.3	4.2-9.6	0.1-10.5	0.0-7.3	
10:00-10:59	160	8.0	7.3	7.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7	
11:00-11:59	156	7.8	8.3	8.7	6.0	5.2-9.5	4.4-9.5	3.2-7.1	
12:00-12:59	156	8.3	11.4	7.4	8.3	5.2-13.2	7.8-13.4	3.2-11.0	
1:00-1:59	165	8.3	10.4	7.4	8.3	6.5-12.5	6.0-13.0	4.5-10.1	
2:00-2:59	206	10.3	8.5	10.3	9.6	6.8-10.3	5.0-11.4	2.5-14.7	
3:00-3:59	229	11.6	10.4	10.3	11.5	7.4-12.7	5.8-12.7	7.4-15.0	
4:00-4:59	231	11.6	10.1	10.4	11.5	7.1-10.0	5.7-12.7	3.4-15.0	
5:00-5:59	184	9.2	8.6	6.3	6.3	7.1-10.0	5.3-10.0	3.0-15.2	
6:00-6:59	166	8.3	6.5	5.8	10.1	4.7-8.5	3.9-10.0	5.0-15.2	
7:00-7:59	151	7.6	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.6-18.0	
8:00-8:59	93	4.8	4.5	5.8	7.1	2.5-5.6	2.5-6.8	4.0-8.1	
No Response	1	0.1	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0	
TOTAL	1994	100.0							

C. Satisfaction

Satisfied	1347	67.9	66.0	69.2	72.1	58.0-73.1	55.3-72.9	63.5-77.5	
Partially Satisfied	377	18.9	18.0	16.2	16.0	9.3-20.0	15.2-21.1	13.1-22.7	
Not Satisfied	154	7.7	7.1	6.8	6.7	5.3-25.8	9.1-16.4	5.0-23.0	
No Response	116	5.9	6.9	6.2	5.5	3.0-10.4	3.2-6.1	2.4-9.0	
TOTAL	1994	100.0							

III. Circulation

Library 14

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All-Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	621	27.3	26.7	25.3	21.7	12.5-36.3	10.0-48.5	17.4-40.7
Periodicals	617	27.1	26.1	28.7	25.0	9.1-33.7	24.5-54.3	18.0-31.6
General Encyclopedias	53	2.6	2.4	4.3	11.5	0.3-7.7	2.7-2.6	5.3-41.7
Newspapers	230	10.1	10.0	7.6	4.3	0.5-23.8	0.5-10.4	0.1-20.3
Reference Books	395	17.4	14.0	12.4	10.6	4.4-23.0	3.4-30.2	4.7-15.1
Microfilm	153	5.7	4.0	0.7	0.4	0.8-0.6	0.0-3.3	0.0-1.3
Circulating Fiction	43	2.0	4.4	1.3	0.4	2.0-15.7	0.2-20.4	0.0-17.2
Vertical File	40	2.0	2.3	0.7	4.8	0.2-11.0	0.6-11.3	0.0-22.7
Records	14	0.6	2.2	0.0	0.3	0.0-5.7	0.0-0.3	0.0-2.9
Other	24	4.1	7.0	2.6	4.4	3.2-19.0	0.7-13.4	1.3-11.6
TOTAL	2274	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2201	1804	1370-10034	1404-9252	1033-2245
# of Users Circulating Books	740	610	503-3410	451-1347	322-762
Average # of Items per User	3.10	3.23	2.56-3.80	3.10-3.67	2.43-3.30
% Users Checking Out Books	37.1%	38.0%	20.7-52.4	23.2-51.3	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated									
Books	2592	93.3	98.5	74.2	73.3	81.2-94.0	84.5-92.0	72.5-95.0	
Periodicals	8	0.3	•	3.0	1.0	0.0-0.3	0.0-0.3	0.1-0.2	
Records	144	5.2	5.2	3.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7	
Other	33	1.2	5.0	1.0	1.3	1.2-14.5	0.0-2.8	0.7-21.3	
TOTAL	2757	100.0							
Returned:									
Books	2342	91.7	95.0	74.5	71.7	73.0-91.7	94.0-98.4	73.5-95.8	
Periodicals	1	•	•	3.0	1.6	0.0-1.6	0.0-0.3	0.1-0.3	
Records	205	8.0	7.0	1.5	2.7	5.3-13.0	1.2-4.3	2.4-4.3	
Other	5	0.3	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4	
TOTAL	2553	100.0							

IV. Patterns of Reference Usage

Library 14

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

Your Library				All Phase II Libraries			Low-High Range		
Reference Activity by Time of Day				Median %					
				Large	Medium	Small	Large	Medium	Small
9:00-9:59				6.7	4.2	3.1	5.5-8.2	0.5-3.3	0.0-1.0
10:00-10:59				8.5	9.7	4.8	7.1-19.3	5.8-13.4	2.4-11.5
11:00-11:59				9.1	7.9	7.8	6.3-10.5	4.3-10.0	4.3-11.2
12:00-12:59				9.9	7.3	8.9	6.6-11.9	5.8-12.4	3.1-11.8
1:00-1:59				9.9	7.9	8.4	6.9-12.4	7.2-18.0	5.6-14.0
2:00-2:59				9.1	9.9	6.1	6.7-11.3	4.2-14.2	3.5-16.7
3:00-3:59				9.2	10.5	6.6	8.5-11.5	7.8-15.1	6.8-18.3
4:00-4:59				10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59				7.6	6.1	6.3	6.1-8.6	1.7-10.0	4.7-10.4
6:00-6:59				6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59				5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59				5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
No Response				7.5					
TOTAL				99.4	100.0				
9.4									
B. Type of Question									
Source Related				413	41.9	46.8	20.2-50.4	31.3-72.2	19.6-90.2
Directional				571	58.1	55.2	49.6-70.8	27.8-68.7	3.8-80.4
TOTAL				984	100.0				
C. Source Related Questions									
1. Questioner									
Student				125	30.5	44.5	15.5-34.4	39.4-61.4	28.6-35.5
Nonstudent				203	50.6	51.6	50.6-82.3	33.3-58.5	35.9-71.4
Another Library				4	1.0		0.0-3.9	0.0-3.3	0.0-1.2
No Response				74	17.9		0.0-17.9	0.0-2.0	0.0-5.9
TOTAL				413	100.0				
2. Means									
In person				223	54.0	80.0	30.2-77.7	76.6-91.1	61.4-95.8
By phone				116	28.1	16.1	22.3-60.6	8.9-23.4	4.2-35.6
No Response				74	17.9		0.0-17.9	0.0-5.2	0.0-5.9
TOTAL				413	100.0				
3. Searcher									
Librarian				303	73.4	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User				35	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both				6	1.3	5.7	0.6-10.9	1.1-14.1	0.0-4.7
No Response				69	16.8	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL				413	100.0				
4. Disposition of Question									
Answered				306	75.3	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred				5	1.2	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered				12	2.9	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL				413	100.0				

5. Source Used to Answer Questions	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Reference Book	89	24.5	21.2	20.0	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	54	13.4	30.4	27.3	4.5-45.6	10.6-40.0	6.2-35.6
Card Catalog	70	17.3	12.1	17.2	12.4-21.1	6.7-23.8	0.0-33.4
Index	42	10.2	6.5	5.3	3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	27	6.5	7.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	10	2.4	0.3	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	19	4.0	1.3	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	102	24.7	16.3	15.7	9.4-17.2	10.1-25.1	3.3-25.2
TOTAL	413	105.0					

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Table Seating	73	85	57	40	2-172	2-82	0-118
Lounge Chairs & Couches	10	23	11	10	0-50	0-25	0-15
Photocopier	7	5	4	2	0-7	0-5	0-3
Meeting Room	3	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	10	6	2	2	0-10	0-3	0-4
Record Player	4	4	2	2	0-6	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	22	33	46	45	-25-43	28-43	28-53
B. Average Length of Employment in Your Library	6	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	21	18	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	9	17	17	17	9-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 15
Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.420	.367	.230	.122	.136-.580	.100-.283	.076-.176
b. Probability of availability	.282	.252	.180	.090	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.671	.636	.720	.666	.501-.810	.550-.720	.573-.750
2. Adult Books (N=447)							
a. Probability of ownership	.405	.405	.246	.125	.181-.893	.143-.260	.076-.183
b. Probability of availability	.273	.237	.174	.083	.121-.349	.074-.192	.045-.123
c. Availability of books owned	.674	.601	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.547	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.358	.230	.226	.057	.019-.396	.019-.302	.019-.139
c. Availability of books owned	.655	.692	.683	.750	.400-.840	.500-.800	.500-1.00
8. Periodical Sample (N=80)							
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:							
1. Probability of ownership	.650	.450	.325	.183	.175-.950	.255-.450	.100-.253
2. Probability of availability	.650	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	1.00	.777	.962	.975	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.930	.756	.818	.646	.585-.849	.630-.883	.502-.850
2. Adult Availability (N=461)	.857	.714	.845	.732	.634-.882	.600-.809	.505-.829
3. Juvenile Availability (N=39)	.784	.636	.632	.640	.568-.846	.494-.724	.545-.740

II. Building Usage

A. Description of Users	Your Library	All Phase II Libraries			Low-High Range		
	#	Large	Medium	Small	Large	Medium	Small
1. Sex							
Male	2494	60.3	44.3	44.5	43.0-66.0	42.2-51.5	30.1-53.3
Female	1777	33.2	52.4	54.6	30.1-53.3	45.1-55.8	44.0-62.0
No Response	288	5.2	2.0	1.6	2.2-6.0	2.0-5.5	0.3-2.4
TOTAL	4559	100.0					
2. Student/Nonstudent							
Student	1779	36.1	47.3	52.7	23.4-45.1	45.1-52.0	42.8-57.1
Nonstudent	2401	60.8	48.2	45.7	52.7-63.0	40.7-54.3	42.3-57.2
No Response	379	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	4559	100.0					
3. Grade Level of Students							
Elementary (K-6)	211	2.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	244	14.2	10.0	10.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	512	34.0	29.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	534	30.2	16.7	13.5	11.0-41.0	10.7-20.0	6.2-24.5
Graduate School	83	4.1	1.0	0.4	2.1-16.6	0.2-2.4	0.0-3.4
No Response	29	0.7	5.0	0.5	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	1779	100.0					
4. Occupation of Nonstudents							
Professional	780	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-23.1
Other White Collar	864	29.8	21.9	18.5	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	306	13.0	10.8	10.0	5.7-17.2	8.7-16.5	0.7-16.7
Housewife/mother	183	7.7	22.5	32.2	2.5-20.8	13.8-29.5	17.4-33.3
Retired	182	0.0	9.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	67	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	11	0.3	15.9	7.6	0.5-36.3	4.6-21.0	0.4-20.7
TOTAL	2401	100.0					
B. Time Entered							
9:00-9:59	229	6.0	7.3	5.3	4.2-8.6	0.1-10.5	0.0-7.5
10:00-10:59	328	7.3	9.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	378	8.3	8.7	5.5	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	676	11.5	9.3	6.0	7.5-15.5	5.7-13.4	2.8-11.9
1:00-1:59	590	10.4	7.4	8.3	6.5-12.5	5.3-13.0	4.5-10.1
2:00-2:59	331	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	517	10.4	10.3	6.8	9.4-12.0	8.8-12.7	7.4-12.7
4:00-4:59	489	10.1	10.4	11.5	7.4-12.7	5.7-12.7	3.5-15.0
5:00-5:59	393	8.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	632	6.5	5.8	10.1	4.7-8.5	3.9-10.0	5.0-15.2
7:00-7:59	281	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	135	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	*	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	4559	100.0					
C. Satisfaction							
Satisfied	2742	66.6	69.2	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	800	1.9	10.2	16.9	3.5-20.3	13.2-21.1	13.1-22.7
Not Satisfied	503	7.1	3.0	6.7	5.7-25.8	6.1-9.4	5.0-9.6
No Response	422	6.6	4.2	5.5	3.9-20.4	3.2-6.1	2.4-9.0
TOTAL	4559	100.0					

III. Circulation

Library 12

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction								
Periodicals	988	31.2	25.7	25.0	21.7	12.5-35.0	10.9-48.5	17.4-40.7
General Encyclopedias	289	9.1	20.1	20.7	25.0	9.1-33.7	24.5-34.3	10.0-31.5
Newsletters	245	7.7	2.4	4.3	11.5	0.5-7.7	2.7-2.6	5.8-21.7
Reference Books	210	6.6	12.0	7.9	4.0	0.5-23.8	0.5-18.4	0.7-22.5
Microfilm	371	11.7	12.0	12.4	10.5	4.4-23.8	3.4-20.2	4.7-15.1
Circulating Fiction	128	4.0	4.0	0.7	*	0.8-9.6	0.0-3.3	0.0-11.6
Vertical File	143	4.5	4.4	1.3	6.4	2.0-15.7	0.2-20.4	0.9-17.2
Records	95	2.7	2.3	0.7	4.8	0.2-11.3	0.6-11.0	0.0-22.7
Other	22	2.0	2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.6
TOTAL	620	10.5	7.0	2.5	4.4	3.2-19.5	0.7-13.4	1.5-11.5
	3170	100.0						

3. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	3540	3368	1894	1374-10034	1404-4232	1033-2245
# of Users Circulating Books	1386	918	616	503-3410	451-1347	322-798
Average # of Items per User	2.56	3.12	3.23	2.56-3.80	3.10-3.67	2.35-3.30
# Users Checking Out Books	50.4%	35.0%	38.0%	20.7-52.4	20.2-51.5	22.5-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated		Returned	
Books	3335	92.2	93.3
Periodicals	4	0.1	1.0
Records	166	4.6	3.4
Other	122	3.1	1.9
TOTAL	3617	100.0	
Returned:			
Books	3302	90.4	91.7
Periodicals	2	*	1.3
Records	229	5.3	2.7
Other	192	4.3	1.1
TOTAL	4315	100.0	

IV. Patterns of Reference Usage

Library 15

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library #	%	All Phase II Libraries Median %			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
9:00-9:59	209	6.4	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	259	8.0	3.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	321	9.9	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	330	10.2	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	320	9.8	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.5
2:00-2:59	307	9.4	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	335	10.3	9.2	10.5	8.5	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	398	12.2	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	240	7.4	7.6	6.1	5.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	205	6.3	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	169	5.2	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	158	4.9	5.0	8.6	6.8	3.4-6.9	3.3-12.5	5.2-12.2
TOTAL	3251	100.0						
B. Type of Question Source Related Directional TOTAL	953 2298 3251	29.3 10.7 100.0	38.8 61.2	34.2 65.8	45.8 53.2	29.2-50.4 49.6-70.8	31.3-72.2 27.8-68.7	19.6-90.2 9.8-80.4
C. Source Related Questions								
1. Questioner								
Student	233	24.4	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	709	74.4	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	11	1.2	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	953	100.0						
2. Means								
In Person	515	54.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	438	46.0	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	953	100.0						
3. Searcher								
Librarian	804	84.4	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	81	8.5	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	55	5.8	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	13	1.3	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	953	100.0						
4. Disposition of Question								
Answered	915	96.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	7	0.7	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	31	3.3	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	953	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	326	34.2	24.5	21.2	20.6	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	226	23.7	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.6
Card Catalog	133	14.0	17.3	12.1	19.8	12.4-21.1	6.7-23.8	0.0-49.4
Index	39	4.2	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	5	0.6	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	3	0.3	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	40	4.2	3.6	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	180	18.9	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	953	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	73	1:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	28	12:30	23	11	10	0-56	0-23	0-15
Photocopier	6	4:30	5	4	2	0-7	0-5	0-3
Meeting Room	77	2:30	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	8	11:30A7:30	6	2	2	0-10	0-3	0-4
Record Player	4	7:30A8:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	33	48	45	-25-48	28-42	28-53
B. Average Length of Employment In Your Library	6	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	20	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	13	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	3.5	14.4	21.4	32.0	3.5-22.8	0.0-37.5	11.1-75.0
BA	9	31.0	28.4	35.8	25.0	15.9-30.0	5.9-50.0	11.1-27.3
MA	13	62.0	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	1	3.5	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	29	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	8	10	4	2	4-26	2-10	0-7
10:00-10:59	9	11	6	3	3-31	3-10	2-7
11:00-11:59	9	11	6	3	3-31	4-10	2-7
12:00-12:59	8	10	5	3	3-28	3-8	2-5
1:00-1:59	7	11	4	3	3-27	3-9	3-6
2:00-2:59	8	12	5	4	3-33	4-11	3-7
3:00-3:59	9	11	6	5	4-34	4-11	4-9
4:00-4:59	9	12	6	4	4-31	4-10	4-9
5:00-5:59	7	14	4	4	3-26	2-8	3-6
6:00-6:59	6	8	4	4	3-17	2-6	3-5
7:00-7:59	5	7	4	5	3-19	2-6	3-5
8:00-8:59	5	7	3	5	3-18	0-2	3-5
9:00-9:59	3	5	1	0	0-12		0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 16

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.494	.367	.230	.122	.136-.580	.160-.228	.076-.176
b. Probability of availability	.348	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.704	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.479	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.389	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.729	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.434	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.340	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.783	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.713	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.638	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.895	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=470)	.691	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=444)	.682	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=26)	.846	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

All Phase II Libraries

Low-High Range

Small

Medium

Large

A. Description of Users

1. Sex

Male	4577	63.0	44.0	44.5	43.0-66.0	42.2-51.5	30.1-53.8
Female	2552	34.3	52.4	54.6	39.1-53.3	45.1-55.8	44.6-52.8
No Response	202		2.7	1.0	2.2-5.9	2.0-5.5	0.9-2.4
TOTAL	7431	100.0					

2. Student-Nonstudent

Student	2146	28.9	47.3	52.7	28.4-45.1	45.1-52.6	42.2-57.1
Nonstudent	4535	61.0	48.2	45.7	52.7-69.0	40.7-54.3	42.2-57.2
No Response	750	10.1	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	7431	100.0					

3. Grade Level of Students

Elementary (K-5)	143	6.7	25.1	31.3	3.6-20.4	20.1-35.5	13.5-36.1
Junior High School (7-9)	102	8.0	19.0	10.7	2.4-25.5	12.8-22.7	13.3-22.0
High School (10-12)	592	27.6	29.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	293	41.6	16.7	13.5	11.6-41.6	10.7-20.0	6.2-24.5
Graduate School	131	6.1	1.0	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	195	9.1	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	2146	100.0					

4. Occupation of Nonstudents

Professional	1231	27.1	19.1	18.7	15.3-33.2	17.0-23.3	12.6-23.1
Other White Collar	1432	31.6	21.0	18.3	19.0-36.0	19.0-30.2	19.7-36.2
Blue Collar	604	13.3	10.3	10.9	5.7-17.2	8.7-18.5	6.1-19.7
Housewife/mother	337	7.4	7.7	32.2	2.5-22.8	13.8-29.5	17.4-33.3
Retired	700	15.4	9.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	174	3.9	1.7	1.3	0.7-6.4	1.1-2.3	0.0-3.2
No Response	57	1.3	15.9	7.6	0.5-36.3	4.0-21.0	0.4-23.7
TOTAL	4535	100.0					

8. Time Entered

9:00-9:59	530	7.1	7.8	5.3	4.2-8.0	0.1-10.5	0.0-7.3
10:00-10:59	560	7.5	9.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	574	9.1	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	1059	14.3	9.2	6.0	7.5-15.3	5.7-13.4	2.8-11.3
1:00-1:59	604	12.0	7.4	3.9	6.5-12.5	6.0-13.0	4.5-10.1
2:00-2:59	803	10.8	10.3	6.8	6.8-10.8	6.6-13.4	2.5-14.7
3:00-3:59	740	10.0	10.4	11.2	9.4-12.6	8.8-12.7	7.4-14.7
4:00-4:59	569	9.0	10.4	11.5	7.4-12.7	7.5-13.7	8.5-15.0
5:00-5:59	546	7.4	5.5	6.9	7.1-10.0	3.3-9.9	3.6-9.0
6:00-6:59	357	4.8	5.8	10.1	4.7-9.5	3.0-10.4	3.0-10.2
7:00-7:59	405	5.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.2
8:00-8:59	195	2.5	5.0	7.1	2.5-5.6	2.5-8.8	4.0-9.1
No Response	1	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	7431	100.0					

C. Satisfaction

Satisfied	4993	65.3	69.0	72.1	58.0-73.1	66.3-73.3	62.5-77.5
Partially Satisfied	377	18.0	16.2	16.9	8.3-20.6	15.2-21.1	13.1-22.7
Not Satisfied	473	6.4	8.0	6.7	5.3-23.8	6.1-9.4	5.0-8.6
No Response	506	8.0	4.2	5.5	3.0-20.4	3.2-6.1	2.4-9.0
TOTAL	7431	100.0					

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	1516	21.0	26.7	25.9	21.7	12.5-36.3	10.4-38.5	17.4-41.7
Periodicals	1259	10.0	26.1	28.7	25.0	7.1-33.7	24.5-34.3	16.0-31.5
General Encyclopedias	56	0.0	0.4	4.3	11.5	0.0-7.7	2.2-9.0	5.9-21.7
Newspapers	856	13.5	10.9	7.6	6.9	0.5-23.8	0.5-18.4	0.7-9.5
Reference Books	1502	23.6	14.0	12.6	10.6	4.0-23.6	3.4-30.2	4.7-23.1
Microfilm	126	1.0	4.1	0.7	•	0.0-6.0	0.0-3.3	0.0-11.0
Circulating Fiction	157	2.5	4.6	1.3	6.9	2.0-15.7	0.0-30.4	0.0-17.3
Vertical File	153	2.0	2.3	0.7	4.8	0.0-11.3	0.0-11.3	0.0-22.7
Records	143	2.0	0.0	•	0.3	0.0-5.7	0.0-6.5	0.0-22.0
Other	505	9.3	7.0	2.6	6.4	3.2-10.6	0.7-13.4	1.3-21.5
TOTAL	5356	100.0						

3. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. A breakdown of the circulation in your library during the three days studied.

	# of Items Circulated	# of Users Circulating Books	Average # of Items per User	# Users Checking Out Books	The following is a	
	5097	1599	3.11	21.05	1379-10034	1404-4252
					593-3410	451-1347
					2.50-3.80	2.10-3.67
					26.7-52.4	29.2-51.3
					1033-2245	322-702
					2.05-3.30	2.05-3.30
					20.3-50.2	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulates on the three days studied.

Circulated	#	%	Large	Medium	Small	Large	Medium	Small
Books	7257	34.3	29.5	24.2	23.3	01.2-24.0	84.5-90.0	72.5-95.8
Periodicals	•	•	•	•	•	0.0-0.3	0.0-0.3	0.1-5.2
Records	695	7.0	5.0	2.0	3.0	0.0-7.0	0.4-4.4	2.3-3.7
Other	745	8.7	5.0	1.0	1.3	1.2-14.5	0.0-2.8	0.1-21.0
TOTAL	8697	100.0						
Returned:								
Books	7678	33.6	25.2	24.5	21.7	73.0-21.7	24.0-98.4	73.5-95.8
Periodicals	•	•	•	•	•	0.0-1.0	0.0-0.3	0.1-4.8
Records	229	5.8	7.3	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	777	10.6	7.7	1.2	1.1	0.3-16.3	0.0-5.2	0.0-21.4
TOTAL	9197	100.0						

IV. Patterns of Reference Usage

Library 15

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
9:00-9:59	459	7.0	5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	608	9.3	8.3	9.7	4.8	7.1-10.5	5.5-13.4	2.3-10.5
11:00-11:59	687	10.5	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	722	12.1	9.0	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	803	12.3	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	742	11.3	9.1	9.3	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	733	11.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	5.8-18.3
4:00-4:59	557	8.5	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.1-18.3
5:00-5:59	377	6.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	281	4.3	5.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	239	3.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	225	3.4	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	6543	100.0						
B. Type of Question								
Source Related	2671	40.8	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	3872	59.2	61.2	65.8	53.2	49.6-70.8	27.8-62.7	9.8-80.4
TOTAL	6543	100.0						
C. Source Related Questions								
1. Questioner								
Student	523	19.6	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	2081	77.9	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.8-71.4
Another Library	67	2.5	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	2671	100.0						
2. Means								
In Person	1415	53.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	1256	47.0	46.5	18.5	15.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	2671	100.0						
3. Searcher								
Librarian	2354	88.5	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	254	9.5	8.5	8.5	5.7	0.4-11.8	3.5-50.6	0.0-34.1
Both	31	1.2	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	22	0.8	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	2671	100.0						
4. Disposition of Question								
Answered	2543	95.2	98.6	97.8	100.0	95.2-99.6	95.4-100.0	93.6-100.0
Referred	86	3.2	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	42	1.6	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	2671	100.0						

5. Source Used to Answer Questions	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Reference Book	513	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	356	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.6
Card Catalog	472	17.3	12.1	19.8	12.4-21.1	6.7-23.8	0.0-49.4
Index	356	9.1	6.5	5.3	3.0-13.3	2.2-11.7	2.7-13.1
Telephone Book	31	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	179	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	163	3.2	1.0	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	500	20.5	15.3	15.7	3.4-17.2	10.1-35.1	3.9-35.2
TOTAL	2671						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Table Seating	153	55	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	35	23	11	10	0-56	0-25	0-15
Photocopier	6	5	4	2	0-7	0-5	0-3
Meeting Room	150	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	5	6	2	2	0-10	0-3	0-4
Record Player	4	4	2	2	0-3	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	40	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	9	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	20	13	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	16	17	17	17	9-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 17

Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.136	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.110	.268	.180	.080	.110-.414	.082-.202	.043-.124
c. Availability of books owned	.561	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.215	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.121	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.563	.691	.780	.661	.553-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.038	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.019	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.500	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.175	.450	.325	.188	.175-.950	.235-.450	.100-.263
2. Probability of availability	.163	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.929	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=484)	.789	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=342)	.854	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=142)	.634	.636	.692	.648	.388-.846	.434-.724	.543-.746

II. Building Usage

A. Description of Users	Your Library #	%	All Phase II Libraries Median %			Low-Mid-High Range		
			Large	Medium	Small	Large	Medium	Small
1. Sex								
Male	1440	43.0	50.3	44.2	44.3	43.0-55.0	42.2-51.3	20.1-33.8
Female	1785	53.3	39.2	52.4	54.6	30.1-53.3	45.1-55.6	44.0-63.0
No Response	126	3.7	3.2	2.8	1.9	2.2-6.3	2.0-5.5	0.0-2.4
TOTAL	3351	100.0						
2. Student-Nonstudent								
Student	1357	37.5	35.1	47.3	52.7	28.4-45.1	45.1-52.0	42.0-57.1
Nonstudent	2094	62.5	64.9	48.2	45.7	52.7-69.0	45.7-53.2	42.0-57.2
No Response	*					0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	3351	100.0						
3. Grade Level of Students								
Elementary (K-6)	257	20.4	8.3	25.1	31.3	3.0-20.4	20.1-33.5	13.5-45.1
Junior High School (7-9)	321	20.5	14.2	10.2	10.7	2.4-25.5	12.0-22.7	13.0-22.0
High School (10-12)	450	33.5	34.2	20.7	28.0	22.3-43.0	21.5-33.1	21.1-37.1
College	145	11.6	30.2	16.7	13.5	11.6-41.0	10.7-20.5	0.2-24.5
Graduate School	25	2.1	4.1	1.0	0.4	2.1-10.8	0.2-2.4	0.0-3.2
No Response	48	3.0	6.7	6.6	0.3	3.7-20.4	4.1-9.0	0.8-12.2
TOTAL	1257	100.0						
4. Occupation of Nonstudents								
Professional	578	27.7	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.0-29.1
Other White Collar	337	16.1	29.8	21.0	18.3	10.0-33.0	10.0-20.2	10.7-22.7
Blue Collar	117	5.5	13.0	10.2	10.0	5.7-17.2	8.7-15.5	6.1-10.7
Housewife/mother	506	28.0	17.7	22.5	32.2	2.5-20.8	13.8-20.5	17.4-43.3
Retired	197	5.1	9.0	7.3	6.6	5.3-15.4	1.3-10.5	1.0-15.5
Unemployed	33	1.6	3.0	1.7	1.3	0.7-5.4	1.1-2.0	0.0-3.2
No Response	315	15.0	6.3	15.0	7.6	0.5-33.0	4.0-21.0	0.4-20.7
TOTAL	2094	100.0						
5. Time Entered								
9:00-10:59	265	7.0	5.9	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-11:59	293	8.0	7.3	7.9	5.5	6.4-8.0	7.0-11.0	4.1-7.7
11:00-12:59	195	5.3	8.3	8.7	6.0	3.8-9.5	4.4-9.3	3.0-9.1
1:00-2:59	252	7.5	10.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.1
3:00-4:59	227	6.5	8.5	7.4	3.3	6.5-12.5	6.0-13.0	4.5-10.1
5:00-6:59	421	14.0	10.4	10.3	11.2	6.8-14.8	6.6-11.4	2.5-14.7
7:00-8:59	426	12.7	10.1	10.4	11.3	9.4-12.0	8.8-12.7	7.4-12.7
8:00-9:59	292	8.7	10.1	10.4	11.3	7.4-12.0	5.7-12.7	8.5-15.0
9:00-10:59	227	6.8	8.6	6.5	6.0	7.1-10.0	3.3-9.0	3.6-9.0
10:00-11:59	335	10.0	6.5	5.3	10.1	4.7-8.5	3.0-10.0	5.0-15.2
11:00-12:59	194	5.2	7.5	8.0	14.4	5.5-10.0	7.5-14.4	7.0-15.9
No Response	*		4.8	5.0	7.1	2.5-5.0	2.5-6.0	4.0-9.1
TOTAL	3351	100.0						
6. Satisfaction								
Satisfied	2403	73.1	66.0	59.0	72.1	58.0-73.1	56.3-73.9	62.5-77.5
Partially Satisfied	523	15.6	12.0	16.2	16.0	6.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	192	5.7	7.0	8.0	6.7	5.7-25.3	15.2-21.1	5.0-20.0
No Response	183	5.6	6.0	4.2	5.5	3.0-20.4	3.2-6.1	2.4-9.0
TOTAL	3351	100.0						

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by its patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Other Libraries Median *			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	501	10.0	20.7	25.0	23.7	12.5-35.0	10.0-30.5	17.1-40.7
Periodicals	1022	33.7	20.1	20.7	25.0	9.1-33.7	24.5-34.5	16.0-31.5
General Encyclopedias	73	2.4	2.4	4.3	11.5	0.0-7.7	2.7-9.0	5.9-11.7
Newsletters	307	10.0	10.0	7.6	4.3	0.5-23.8	0.5-18.4	0.7-13.5
Reference Books	153	5.0	14.6	12.4	10.0	4.4-23.0	3.4-30.2	4.7-15.1
Microfilm	155	5.4	4.0	0.7	*	0.0-0.0	0.0-3.3	0.0-1.0
Circulating Fiction	401	15.7	4.4	1.3	0.4	2.0-15.7	0.0-20.4	0.0-17.2
Vertical File	60	2.2	0.3	0.7	4.3	0.2-11.0	0.0-11.0	0.0-22.7
Records	115	3.6	2.3	*	0.5	0.0-5.7	0.0-0.5	0.0-2.0
Other	03	3.0	7.0	2.6	4.4	3.2-10.0	0.7-15.4	1.3-11.5
TOTAL	3022	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

	Your Library		All Other Libraries Median *			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
# of Items Circulated	3040		3005	3368	1204	1370-10034	1404-4252	1033-2245
# of Users Circulating Books	1354		1355	018	016	503-3410	451-1347	322-798
Average # of Items per User	2.86		2.89	3.12	3.23	2.50-3.89	3.10-3.07	2.00-3.50
# Users Checking Out Books	40.43		33.04	47.04	38.03	20.7-52.4	20.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Other Libraries Median *			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	3335	92.4	33.5	34.2	37.7	31.2-74.0	34.5-60.0	72.5-92.8
Periodicals	*	*	*	3.0	1.0	0.0-0.3	0.0-8.3	0.1-5.2
Records	203	5.6	5.0	2.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	221	5.0	5.0	1.0	1.0	1.2-14.5	0.0-2.0	0.7-21.0
TOTAL	4459	100.0						
Returned:								
Books	3510	87.5	35.2	34.5	31.7	73.0-71.7	34.0-60.4	73.5-93.8
Periodicals	3	0.1	*	2.0	1.8	0.0-1.6	0.0-6.3	0.1-4.6
Records	314	7.0	7.0	1.0	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	104	4.0	7.7	1.0	1.1	0.8-16.3	0.4-5.2	0.0-21.4
TOTAL	4021	100.0						

IV. Patterns of Reference Usage

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

Library 17

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	64	5.5	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	226	19.5	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	80	6.9	9.1	7.9	7.8	4.3-9.0	4.3-9.0	4.3-11.2
12:00-12:59	77	6.6	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	97	8.4	9.9	7.9	8.4	6.9-12.4	7.2-12.6	5.6-11.6
2:00-2:59	78	6.7	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	85	7.3	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.3-18.3
4:00-4:59	191	16.5	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	98	8.4	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	71	6.1	6.2	6.5	10.6	3.7-8.3	3.7-8.3	3.9-12.9
7:00-7:59	33	2.8	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	50	5.1	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	1159	100.0						
B. Type of Question								
Source Related	427	36.8	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	732	78.5	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	1159	100.0						
C. Source Related Questions								
1. Questioner								
Student	92	21.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	335	78.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	427	100.0						
2. Means								
In Person	271	63.5	53.5	81.5	80.0	39.2-77.7	76.5-91.1	61.4-95.8
By Phone	156	36.5	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	427	100.0						
3. Searcher								
Librarian	408	95.6	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	13	3.0	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	6	1.4	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	427	100.0						
4. Disposition of Question								
Answered	420	98.4	98.0	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	1	0.2	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	6	1.4	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	427	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	57	13.3	24.5	21.2	20.6	13.3-24.2	14.9-32.3	12.3-31.8
Circulating Collection	109	40.6	13.4	30.4	27.3	4.5-46.6	10.6-43.0	6.8-46.6
Card Catalog	64	15.0	17.3	12.1	10.8	12.4-21.1	6.7-29.8	0.0-49.4
Index	13	3.0	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	4	0.9	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	3	0.7	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	6	1.4	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	21	18.9	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.0-35.2
TOTAL	427	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	40	8:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	16	2:30-10:30	23	11	10	0-56	0-25	0-15
Photocopier	5	4:30	5	4	2	0-7	0-5	0-3
Meeting Room	218	8:30	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	4	5:30	6	2	2	0-10	0-3	0-4
Record Player	8	7:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
B. Average Length of Employment in Your Library	48		33	48	45	-25-48	28-48	28-53
C. Average Hours per Week at Public Service	8		7	7	7	6-11	5-10	3-13
D. Average Hours per week at Other Duties	14		18	22	19	13-21	14-24	11-36
	21		17	17	17	9-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 13
Size Category: Large

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.580	.367	.230	.122	.135-.580	.150-.282	.076-.176
b. Probability of availability	.414	.263	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.714	.536	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.615	.405	.246	.125	.181-.803	.143-.266	.076-.183
b. Probability of availability	.438	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.713	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.283	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.208	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.733	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.950	.450	.325	.188	.175-.950	.255-.450	.100-.253
2. Probability of availability	.950	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	1.00	.377	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.634	.756	.818	.645	.585-.849	.030-.889	.582-.850
2. Adult Availability (N=431)	.635	.744	.846	.732	.634-.882	.600-.299	.605-.929
3. Juvenile Availability (N=69)	.623	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

A. Description of Users

1. Sex	Your Library #	%	All Phase II Libraries Median %			Low-High Range			Library is
			Large	Medium	Small	Large	Medium	Small	
Male	4004	61.5	50.3	44.0	44.5	43.0-60.0	42.2-51.5	36.1-53.8	
Female	2057	31.6	30.2	52.4	54.0	30.1-53.3	45.1-55.8	44.0-62.9	
No Response	451	6.9	5.2	2.8	1.0	2.2-5.0	2.0-5.5	0.0-2.4	
TOTAL	5512	100.0							
2. Student-Nonstudent									
Student	1843	28.4	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1	
Nonstudent	3040	60.6	50.8	48.2	45.7	52.7-69.0	40.7-54.0	42.9-57.2	
No Response	715	11.0	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2	
TOTAL	5512	100.0							
3. Grade Level of Students									
Elementary (K-6)	66	3.6	6.6	25.1	31.3	3.6-20.4	20.1-33.5	13.5-46.1	
Junior High School (7-9)	30	5.3	14.2	10.0	10.7	2.4-13.5	12.8-22.7	13.6-22.0	
High School (10-12)	530	23.2	34.0	10.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1	
College	704	38.1	30.2	16.7	13.5	11.0-41.0	10.7-20.9	6.0-24.5	
Graduate School	308	16.3	4.1	1.3	0.4	2.1-16.8	0.2-2.4	0.0-3.4	
No Response	122	7.1	0.7	5.6	6.3	3.7-20.4	4.1-9.3	0.0-12.0	
TOTAL	1343	100.0							
4. Occupation of Nonstudents									
Professional	1300	33.2	27.0	10.1	16.7	15.3-33.3	17.0-23.3	12.6-28.1	
Other White Collar	1111	22.1	29.8	21.9	18.3	10.0-30.0	19.0-30.2	14.7-25.2	
Blue Collar	660	16.7	13.0	10.9	10.0	5.7-17.2	8.7-16.5	0.1-16.7	
Housewife/mother	70	2.5	7.7	22.5	32.2	2.5-20.8	13.6-20.5	17.4-43.5	
Retired	473	12.0	0.0	0.3	0.6	5.3-15.4	1.3-10.5	1.6-15.5	
Unemployed	253	6.4	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-5.2	
No Response	44	1.1	6.3	15.0	7.6	0.5-30.9	4.6-21.0	0.4-20.7	
TOTAL	3940	100.0							

B. Time Entered

9:00-9:59	429	6.6	6.0	7.3	5.3	4.2-8.6	0.1-10.5	0.0-7.3	
10:00-10:59	424	7.4	7.3	9.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7	
11:00-11:59	616	9.5	8.5	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1	
12:00-12:59	890	13.5	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.0	
1:00-1:59	814	12.5	10.4	7.4	8.0	6.5-12.5	6.0-13.0	4.5-10.1	
2:00-2:59	451	6.9	8.3	10.3	6.3	6.8-10.8	6.6-11.4	2.5-14.7	
3:00-3:59	649	10.0	10.3	11.2	11.5	9.4-12.6	8.8-12.7	7.4-14.7	
4:00-4:59	484	7.4	10.1	10.4	11.5	7.4-12.7	5.7-12.7	3.5-15.0	
5:00-5:59	583	9.0	0.0	6.5	6.0	7.1-10.0	3.3-10.0	3.6-10.0	
6:00-6:59	308	4.7	0.0	5.8	10.1	4.7-15.5	3.0-10.4	5.0-15.6	
7:00-7:59	530	8.3	7.3	9.0	14.4	5.5-10.0	7.5-14.4	7.0-15.3	
8:00-8:59	264	4.1	0.0	5.0	7.1	2.5-5.3	2.5-8.6	4.0-9.1	
No Response	11	0.2	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0	
TOTAL	6512	100.0							

C. Satisfaction

Satisfied	3217	32.6	29.8	30.0	72.1	59.0-73.1	56.3-73.3	52.5-77.5	
Partially Satisfied	1693	26.0	17.0	16.0	10.9	8.3-21.8	15.2-21.1	13.1-22.7	
Not Satisfied	530	8.3	17.1	16.0	6.7	5.7-25.6	9.1-21.4	5.0-28.0	
No Response	473	7.3	0.1	4.2	5.5	3.0-20.4	3.2-9.1	2.4-9.0	
TOTAL	6512	100.0							

III. Circulation

Library 10

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	2074	36.9	26.7	25.2	21.7	12.5-35.9	10.0-40.5	17.4-40.7
Periodicals	1515	26.7	26.1	28.7	25.0	9.1-33.7	24.5-34.3	12.9-31.5
General Encyclopedias	90	1.7	2.9	4.3	11.5	0.0-7.7	2.7-9.0	5.8-41.7
Newspapers	152	5.3	10.0	7.5	6.3	0.5-23.8	0.5-10.4	0.7-23.3
Reference Books	1351	24.0	14.6	12.4	10.6	4.8-23.0	3.4-10.2	4.7-15.1
Microfilm	120	2.3	4.0	2.7	*	0.8-9.0	0.0-3.3	0.0-1.0
Circulating Fiction	444	7.9	4.4	1.3	0.4	2.0-15.7	0.2-20.4	0.0-17.2
Vertical File	12	0.2	2.3	0.7	4.3	0.2-11.9	0.6-11.0	0.0-22.7
Records	52	1.1	2.2	*	0.3	0.0-5.7	0.0-6.5	0.0-9.0
Other	593	12.1	7.0	2.2	4.4	3.2-10.0	0.7-15.4	1.5-11.5
TOTAL	5624	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	10034	3005	3500	1834	1370-10034	1400-4352	1930-2205
# of Users Circulating Books	3410	1305	910	216	505-3010	451-1347	122-793
Average # of Items per User	2.94	2.00	3.12	8.23	2.50-3.00	3.10-3.07	2.43-3.50
% Users Checking Out Books	52.4%	33.8%	47.6%	32.0%	20.7-52.4	27.2-51.5	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated									
Books	2455	94.0	82.5	94.2	93.3	81.2-94.0	84.5-96.0	72.5-95.8	8
Periodicals	*	*	*	4.0	1.0	0.0-0.3	0.0-8.3	0.1-5.2	3
Records	410	4.7	5.0	2.4	2.4	0.0-7.0	0.4-4.4	2.3-5.7	3
Other	123	1.3	5.0	1.0	1.9	1.2-14.5	0.0-2.8	0.5-21.3	3
TOTAL	997	100.0							
Returned:									
Books	9127	35.2	75.2	94.5	71.7	73.0-91.7	84.0-98.4	73.5-95.8	3
Periodicals	102	1.6	*	2.0	1.8	0.0-1.5	0.0-0.3	0.1-4.8	3
Records	542	5.5	7.0	1.0	2.7	5.5-13.0	1.2-4.5	2.4-4.5	3
Other	222	7.7	7.7	1.0	1.1	0.3-10.5	0.4-5.2	0.0-21.4	3
TOTAL	10710	100.0							

IV. Patterns of Reference Usage

Library 18

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	362	5.9	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	526	8.6	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	556	9.1	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	709	11.6	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	710	11.6	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	632	10.3	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	690	11.1	9.2	10.5	8.6	6.3-11.3	7.5-13.2	6.5-18.3
4:00-4:59	555	9.1	10.2	12.4	10.8	8.5-16.3	9.1-13.2	8.3-18.3
5:00-5:59	425	6.9	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	364	5.9	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	358	5.8	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	253	4.1	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	6130	100.0						
B. Type of Question								
Source Related	1977	32.3	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	4153	67.7	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	6130	100.0						
C. Source Related Questions								
1. Questioner								
Student	307	15.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	1612	81.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	58	3.0	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	1977	100.0						
2. Means								
In Person	1044	52.8	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	933	47.2	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	1977	100.0						
3. Searcher								
Librarian	1664	81.2	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	142	7.2	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	17	0.8	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	154	7.8	0.4	0.0	0.0	0.0-3.8	0.0-8.9	0.0-10.3
TOTAL	1977	100.0						
4. Disposition of Question								
Answered	1969	99.6	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	8	0.4	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	1977	100.0						

5. Source Used to Answer Questions	Your Library	All Phase II Libraries	Low-High Range
	#	Large Medium Small	Large Medium Small
Reference Book	552	24.5	13.3-34.2
Circulating Collection	95	13.4	4.5-46.6
Card Catalog	353	17.3	12.4-21.1
Index	161	9.1	3.0-13.3
Telephone Book	140	5.1	0.6-10.4
City Directory	190	3.2	0.3-9.0
Vertical File	20	3.2	1.0-7.8
Other	456	23.1	9.4-17.2
TOTAL	1977	16.3	10.1-35.1

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	All Phase II Libraries	Low-High Range
	#	Large Medium Small	Large Medium Small
Table Seating	178	85	2-178
Lounge Chairs & Couches	7	23	0-56
Photocopier	6	5	0-7
Meeting Room	*	96	0-218
Microfilm Reader (Printer)	7	2	0-10
Record Player	2	4	0-8

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	-25	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	5	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	13	12	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	15	17	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library #	%	All Phase II Libraries Median			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
High School	18	14.7	7.4	0.0	22.9	0.0-14.7	0.0-22.4	0.0-33.3
Some College	40	32.8	14.4	21.4	32.0	3.2-32.8	0.0-37.5	11.1-75.0
3A	19	15.6	22.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	40	32.8	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	1	0.8	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	4	3.3	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	122	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

Scheduling By Hour	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
9:00-9:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
10:00-10:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
11:00-11:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
12:00-12:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
1:00-1:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
2:00-2:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
3:00-3:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
4:00-4:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
5:00-5:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
6:00-6:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
7:00-7:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
8:00-8:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
9:00-9:59	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 21
Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.230	.367	.230	.122	.136-.580	.150-.282	.076-.176
b. Probability of availability	.180	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.783	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.224	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.174	.237	.174	.083	.121-.432	.075-.192	.045-.122
c. Availability of books owned	.780	.691	.780	.661	.353-.729	.516-.957	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.283	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.226	.230	.226	.057	.019-.336	.019-.302	.019-.189
c. Availability of books owned	.800	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.275	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.188	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.682	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=494)	.889	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=465)	.899	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N= 29)	.724	.636	.692	.648	.388-.846	.493-.724	.543-.746

III. Circulation

Library 21

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-Mid-Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	407	40.5	26.7	25.2	21.7	12.5-36.9	10.3-40.5	17.4-40.7
Periodicals	231	24.5	26.2	20.7	25.0	0.1-32.7	2.4-26.5	18.0-31.5
General Encyclopedias	30	3.0	2.4	4.2	11.5	0.0-7.2	2.7-20.3	6.9-20.1
Newspapers	70	7.0	10.0	7.0	4.0	0.5-23.0	0.5-18.4	0.7-20.1
Reference Books	77	7.5	14.0	12.4	10.0	4.6-23.0	3.4-30.2	4.7-21.0
Microfilm	7	0.7	0.0	0.7	0.0	0.0-7.0	0.0-5.3	0.0-11.0
Circulating Fiction	2	0.2	4.4	1.3	0.4	2.0-15.7	0.2-20.4	0.0-17.2
Vertical File	5	0.5	2.3	0.7	4.8	0.2-11.0	0.2-11.0	0.0-20.7
Records	4	0.4	2.2	0.0	0.2	0.0-5.7	0.0-0.5	0.0-20.0
Other	12	1.2	7.0	2.0	4.4	3.2-10.0	0.7-13.3	3.5-11.6
TOTAL	1026	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

of Items Circulated
of Users Circulating Books
Average # of Items per User
Users Checking Out Books

1370-10034	1874	3360	1370-10034	1874	3360
593-3410	618	918	593-3410	618	918
250-3.0	3.23	3.12	250-3.0	3.23	3.12
26.7-52.4	30.09	47.09	26.7-52.4	30.09	47.09

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated

Books	3442	72.3	3442	72.3	3442	72.3	3442	72.3
Periodicals	200	5.4	200	5.4	200	5.4	200	5.4
Records	15	0.4	15	0.4	15	0.4	15	0.4
Other	74	1.3	74	1.3	74	1.3	74	1.3
TOTAL	3737	100.0	3737	100.0	3737	100.0	3737	100.0

Returned:

Books	3424	71.3	3424	71.3	3424	71.3	3424	71.3
Periodicals	212	5.0	212	5.0	212	5.0	212	5.0
Records	43	1.0	43	1.0	43	1.0	43	1.0
Other	60	1.3	60	1.3	60	1.3	60	1.3
TOTAL	3737	100.0	3737	100.0	3737	100.0	3737	100.0

IV. Patterns of Reference Usage

Library 21

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	27	9.3	5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	39	13.4	3.5	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	16	5.5	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	20	6.9	9.0	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.3
1:00-1:59	21	7.2	9.9	7.9	8.4	6.9-12.4	7.2-12.4	5.6-14.6
2:00-2:59	29	9.9	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	25	12.0	9.2	10.5	8.6	6.3-11.3	7.5-13.1	6.8-18.3
4:00-4:59	34	11.7	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	13	4.5	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	19	6.5	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	13	4.5	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	25	8.6	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	291	100.0						
B. Type of Question								
Source Related	210	72.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	31	27.8	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	291	100.0						
C. Source Related Questions								
1. Questioner								
Student	129	61.4	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	70	33.3	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	7	3.3	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	4	2.0	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	210	100.0						
2. Means								
In Person	174	82.9	53.5	81.5	20.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	25	11.9	46.5	18.5	16.1	22.3-60.8	8.8-23.4	4.2-38.6
No Response	11	5.2	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	210	100.0						
3. Searcher								
Librarian	101	91.0	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	7	3.3	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	12	5.7	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-20.3
TOTAL	210	100.0						
4. Disposition of Question								
Answered	208	99.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	1	0.5	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	1	0.5	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	210	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries				Low-High Range		
	#	%	Large	Medium	Small	Median	Large	Medium	Small
Reference Book	44	21.0	24.5	21.2	20.6		13.3-34.2	14.0-32.8	12.3-31.3
Circulating Collection	34	40.0	13.4	30.4	27.3		4.5-46.6	10.0-40.0	6.8-46.6
Card Catalog	14	6.7	17.3	12.1	10.8		12.4-21.1	6.7-20.8	0.0-49.4
Index	6	2.8	9.1	6.5	5.3		3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	4	1.9	5.1	0.4	0.0		0.6-10.4	0.0-4.2	0.0-1.7
City Directory	1	0.5	3.2	0.5	0.0		0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	4	1.0	3.8	1.9	3.0		1.0-7.8	1.1-7.8	1.7-9.7
Other	53	25.2	20.5	16.3	15.7		2.4-17.2	10.1-35.1	3.0-35.2
TOTAL	210	100.0							

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries				Low-High Range		
	#	Time	Large	Medium	Small	Median	Large	Medium	Small
Table Seating	62	2:30	25	57	40		2-178	2-82	0-116
Lounge Chairs & Couches	25	7:30	23	11	10		0-56	0-25	0-15
Photocopier	3	12:30	5	4	2		0-7	0-5	0-3
Meeting Room	14	10:30	06	77	61		0-218	0-215	0-121
Microfilm Reader (Printer)	2	2:30	6	2	2		0-10	0-3	0-4
Record Player	None		4	2	2		0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	33	48	45			-25-48	28-48	28-53
B. Average Length of Employment in Your Library	10	7	7	7			-25-48	28-48	28-53
C. Average Hours per Week at Public Service	24	18	22	19			13-21	14-24	11-36
D. Average Hours per week at Other Duties	13	17	17	17			9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
High School	3	21.4	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	3	21.4	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	5	35.8	29.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	3	21.4	47.3	37.5	23.5	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	14	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

	Your Library		All Phase II Libraries			Low-High Range		
	#	\$	Large	Medium	Small	Large	Medium	Small
9:00-9:59	10		10	4	2	4-26	2-10	0-7
10:00-10:59	10		11	6	3	3-31	3-10	2-7
11:00-11:59	10		11	6	3	3-31	4-10	2-7
12:00-12:59	8		10	5	3	3-28	3-8	2-5
1:00-1:59	7		11	4	3	3-27	3-7	3-6
2:00-2:59	11		12	5	4	3-33	4-11	3-7
3:00-3:59	11		11	6	5	4-34	4-11	4-9
4:00-4:59	10		12	6	4	4-31	4-10	4-9
5:00-5:59	4		14	4	4	3-26	2-8	3-6
6:00-6:59	4		8	4	5	3-17	2-6	3-5
7:00-7:59	4		7	4	5	3-19	2-6	3-5
8:00-8:59	4		7	3	5	3-18	2-6	3-5
9:00-9:59	*		5	1	0	0-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 22

Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.288	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.192	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.667	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.266	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.179	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.672	.691	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.472	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.302	.230	.226	.057	.019-.396	.019-.302	.013-.189
c. Availability of books owned	.640	.692	.688	.750	.400-.840	.500-.809	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.450	.450	.325	.188	.175-.930	.255-.450	.100-.263
2. Probability of availability	.600	.450	.313	.175	.163-.950	.138-.600	.088-.513
3. Availability of articles owned	.750	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=488)	.670	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=400)	.685	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N= 88)	.602	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

Your Library

All Phase II Libraries

Low-High Range

A. Description of Users

1. Sex

	#	%	Large	Medium	Small
Male	1104	42.2	44.5	44.5	44.5
Female	1580	55.8	52.4	54.6	54.6
No Response	58	2.0	2.8	1.6	1.6
TOTAL	2832	100.0			

2. Student-Nonstudent

	#	%	Large	Medium	Small
Student	1491	52.6	52.7	52.7	52.7
Nonstudent	1341	47.4	45.7	45.7	45.7
No Response	*	*	*	*	*
TOTAL	2832	100.0			

3. Grade Level of Students

	#	%	Large	Medium	Small
Elementary (K-6)	209	20.1	31.3	31.3	31.3
Junior High School (7-9)	304	20.4	19.0	19.0	19.0
High School (10-12)	530	20.2	20.7	20.7	20.7
College	106	16.7	15.3	15.3	15.3
Graduate School	35	2.3	0.4	0.4	0.4
No Response	98	6.6	0.3	0.3	0.3
TOTAL	1491	100.0			

4. Occupation of Nonstudents

	#	%	Large	Medium	Small
Professional	301	22.9	18.1	18.1	18.1
Other White Collar	257	10.5	21.0	21.0	21.0
Blue Collar	114	8.7	10.8	10.8	10.8
Housewife/another	390	20.6	22.5	22.5	22.5
Retired	18	1.4	0.2	0.2	0.2
Unemployed	22	1.7	1.7	1.7	1.7
No Response	213	16.2	15.9	15.9	15.9
TOTAL	1314	100.0			

B. Time Entered

	#	%	Large	Medium	Small
9:00-9:59	4	0.1	6.3	6.3	6.3
10:00-10:59	237	8.4	7.3	7.3	7.3
11:00-11:59	270	9.5	8.3	8.3	8.3
12:00-12:59	277	9.3	11.5	11.5	11.5
1:00-1:59	358	12.6	10.4	10.4	10.4
2:00-2:59	323	11.4	8.5	8.5	8.5
3:00-3:59	361	12.7	10.4	10.4	10.4
4:00-4:59	360	12.7	10.4	10.4	10.4
5:00-5:59	172	6.3	8.6	8.6	8.6
6:00-6:59	110	3.0	6.5	6.5	6.5
7:00-7:59	212	7.5	4.5	4.5	4.5
8:00-8:59	142	5.0	0.1	0.1	0.1
No Response	*	*	0.1	0.1	0.1
TOTAL	2832	100.0			

C. Satisfaction

	#	%	Large	Medium	Small
Satisfied	1892	66.8	72.1	72.1	72.1
Partially Satisfied	554	19.6	10.0	10.0	10.0
Not Satisfied	212	7.5	5.7	5.7	5.7
No Response	174	6.1	3.9	3.9	3.9
TOTAL	2832	100.0			

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library #	All Phase II Libraries Median %			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	100	25.7	25.0	21.7	12.5-36.3	10.3-46.5	17.4-50.7
Periodicals	320	26.1	26.7	25.0	2.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	106	2.4	4.3	11.3	0.0-7.7	2.7-2.5	5.2-11.3
Reference Books	5	0.5	7.6	4.0	0.5-23.2	0.5-10.4	0.7-23.2
Microfilm	377	14.6	12.4	10.6	4.4-23.6	3.4-33.2	4.7-25.1
Circulating Fiction	14	4.0	0.7	*	0.0-0.6	0.0-2.3	0.0-1.0
Vertical File	2	4.4	1.3	6.4	2.0-15.7	0.2-20.4	0.0-12.9
Records	140	2.3	0.7	6.8	0.2-11.3	0.5-11.3	0.0-2.7
Other	2	2.3	*	0.3	0.0-5.7	0.0-0.5	0.0-2.0
TOTAL	95	7.0	2.6	6.4	3.2-19.6	0.7-13.4	1.3-11.5
	1248						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	4252	3595	3354	1804	1377-10034	1404-1252	1033-2245
# of Users Circulating Books	1348	1365	918	616	503-3410	451-1347	322-700
Average # of Items per User	3.16	2.60	3.12	3.23	2.50-3.23	3.10-3.57	2.35-3.50
% Users Checking Out Books	47.0%	33.0%	47.0%	38.0%	20.7-52.4	20.2-51.3	20.0-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	#	All Phase II Libraries Median %			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Books	3006	24.5	24.2	23.3	61.2-64.0	54.5-60.0	72.3-65.0
Periodicals	305	8.3	3.0	1.0	0.0-0.3	0.0-2.3	0.1-2.2
Records	205	4.4	2.4	3.4	0.0-7.0	0.4-4.4	2.3-2.7
Other	122	2.0	1.0	1.0	1.2-14.5	0.0-2.3	0.7-2.0
TOTAL	4625	20.7					
Returned:							
Books	3530	54.0	64.5	71.7	73.0-71.7	64.0-69.4	73.5-65.0
Periodicals	264	0.3	0.3	1.3	0.0-1.3	0.0-2.3	0.1-2.2
Records	100	4.5	1.0	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	219	5.2	1.2	1.1	0.3-15.3	0.4-5.2	0.0-2.0
TOTAL	4625	100.0					

IV. Patterns of Reference Usage

Library 22

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	5	0.5	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	92	9.7	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	75	7.9	9.1	7.9	7.8	6.9-10.5	4.3-13.0	4.3-11.2
12:00-12:59	118	12.4	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	94	9.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.0-14.6
2:00-2:59	99	10.4	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	310	9.9	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	126	13.2	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	58	6.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.2-10.4
6:00-6:59	35	3.7	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.3-12.9
7:00-7:59	68	7.2	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	56	5.9	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.3-12.2
TOTAL	951	100.0						
8. Type of Question								
Source Related	415	43.6	38.8	34.2	45.8	29.2-59.4	31.3-72.2	19.6-90.2
Directional	535	56.4	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	951	100.0						
C. Source Related Questions								
1. Questioner								
Student	193	46.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-53.5
Nonstudent	215	51.8	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	7	1.7	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	415	100.0						
2. Means								
In Person	378	91.1	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	37	8.9	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	415	100.0						
3. Searcher								
Librarian	163	39.3	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	210	50.6	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	5	1.2	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	37	8.9	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	415	100.0						
4. Disposition of Question								
Answered	400	96.4	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	13	3.1	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	2	0.5	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	415	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	130	32.3	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	139	33.5	15.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.6
Card Catalog	43	10.4	17.3	12.1	19.8	12.4-21.1	6.7-23.8	0.0-49.4
Index	42	10.1	0.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-13.1
Telephone Book	1	0.2	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	2	0.5	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	10	2.4	3.2	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	42	10.0	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	415	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	92	1:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	6	12:30	23	11	10	0-56	0-25	0-15
Photocopier	5	2:30	5	4	2	0-7	0-5	0-3
Meeting Room	50	2:30-9:30	96	77	61	0-212	0-215	0-121
Microfilm Reader (Printer)	3	3:30	6	2	2	0-10	0-3	0-4
Record Player	*	*	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	6-11	5-10	3-13
B. Average Length of Employment in Your Library	10	7	7	/	-25-48	25-48	25-53
C. Average Hours per Week at Public Service	22	19	22	19	13-21	14-24	11-36
D. Average Hours per Week at Other Duties	14	17	17	17	7-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 23
Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

1. Total Sample (N=500)	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
a. Probability of ownership	.160	.367	.230	.122	.136-.580	.150-.238	.076-.176
b. Probability of availability	.082	.263	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.550	.696	.720	.666	.561-.810	.550-.783	.573-.750
2. Adult Books (N=447)							
a. Probability of ownership	.143	.405	.246	.125	.181-.823	.143-.266	.076-.183
b. Probability of availability	.074	.237	.174	.083	.121-.433	.074-.192	.045-.128
c. Availability of books owned	.516	.691	.780	.661	.353-.723	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.302	.453	.302	.075	.038-.755	.038-.472	.018-.235
b. Probability of availability	.203	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.688	.692	.688	.750	.400-.843	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.225	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.225	.450	.313	.175	.103-.950	.188-.600	.088-.513
3. Availability of articles owned	1.00	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=468)	.630	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=385)	.600	.744	.846	.732	.634-.882	.600-.899	.605-.929
3. Juvenile Availability (N=33)	.494	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

A. Description of Users	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Sex							
Male	794	50.3	44.8	44.5	43.0-66.0	42.2-51.5	36.1-53.8
Female	605	38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-62.8
No Response	53	3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.3-2.4
TOTAL	1542	100.0					
2. Student-Nonstudent							
Student	730	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	812	60.3	48.2	45.7	52.7-69.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1542	100.0					
3. Grade Level of Students							
Elementary (K-5)	170	8.8	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	165	14.2	10.0	10.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	212	34.9	29.7	28.0	22.3-47.9	21.5-35.1	24.1-37.1
College	116	30.2	16.7	13.5	11.6-41.0	10.7-20.9	6.2-24.8
Graduate School	6	4.1	1.9	0.4	2.1-18.8	0.2-2.4	0.0-3.4
No Response	50	5.7	6.5	5.3	3.7-20.4	0.1-3.3	0.8-12.2
TOTAL	730	100.0					
4. Occupation of Nonstudents							
Professional	138	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-29.1
Other White Collar	134	29.8	21.9	18.3	10.0-36.0	13.0-30.2	14.7-23.2
Blue Collar	134	13.0	10.8	10.3	5.7-17.2	8.7-16.5	0.1-16.7
Housewife/mother	121	7.7	22.5	32.1	2.5-29.8	13.8-29.5	17.4-32.3
Retired	85	9.0	9.8	6.5	5.3-15.4	1.3-10.5	1.0-13.5
Unemployed	9	3.0	1.7	1.3	0.7-6.4	1.1-2.0	0.0-3.2
No Response	171	5.3	15.0	7.6	0.5-36.9	4.0-21.0	0.4-20.7
TOTAL	812	100.0					
5. Time Entered							
9:00-9:59	121	6.0	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	159	7.3	9.9	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	143	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	163	11.5	10.6	6.0	7.5-15.3	5.7-13.4	2.8-11.9
1:00-1:59	200	10.4	9.8	8.9	6.5-12.5	6.9-13.0	4.5-15.1
2:00-2:59	170	8.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-14.1
3:00-3:59	168	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-14.7
4:00-4:59	88	10.1	10.4	11.5	7.4-12.7	5.7-12.7	3.5-15.0
5:00-5:59	51	2.6	6.5	6.9	7.1-10.0	3.3-9.0	3.6-9.0
6:00-6:59	89	6.5	5.8	10.1	4.7-8.5	3.0-10.4	5.0-15.2
7:00-7:59	120	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-13.8
8:00-8:59	58	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	2	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1542	100.0					
C. Satisfaction							
Satisfied	1078	66.6	60.9	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	235	13.8	16.2	16.9	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	138	7.1	3.0	5.7	5.7-25.8	6.1-9.4	5.0-8.6
No Response	91	6.6	4.2	5.5	3.0-20.4	3.2-6.1	2.4-9.0
TOTAL	2332	100.0					

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	89	26.7	25.7	25.0	21.7	12.5-36.9	10.3-38.5	17.4-45.7
Periodicals	105	34.2	26.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	15	4.2	8.3	4.3	11.5	0.3-7.7	2.7-9.0	5.8-11.7
Newspapers	14	4.6	10.0	7.6	4.0	0.5-23.8	0.5-20.4	0.7-28.5
Reference Books	32	12.3	14.3	12.4	10.6	4.4-23.6	3.4-20.2	4.7-15.1
Microfilm	10	3.3	4.3	0.7	*	0.8-3.6	0.0-3.3	0.0-1.8
Circulating Fiction	35	11.4	4.4	1.3	6.4	2.0-15.7	0.2-22.4	0.0-17.2
Vertical File	2	0.7	2.7	0.7	6.8	0.2-11.3	0.0-11.0	0.0-21.7
Records	*	*	2.2	*	0.3	0.0-5.7	0.0-6.5	0.0-2.6
Other	2	0.7	7.0	2.6	6.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	327	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1491	305	356	1894	1379-19034	1404-4252	1333-2245
# of Users Circulating Books	451	155	918	616	503-3410	451-1347	322-708
Average # of Items per User	3.12	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.39
% Users Checking Out Books	29.2%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated								
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1491	99.5	82.5	86.2	93.3	81.2-94.0	84.5-96.0	72.5-95.8
Periodicals	*	*	*	3.0	1.0	0.0-0.3	0.0-9.3	0.1-5.2
Records	21	1.4	5.2	2.4	5.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	1	0.1	5.0	1.0	1.0	1.2-14.5	0.0-2.3	0.7-21.9
TOTAL	1513	100.0						
Returned:								
Books	1514	99.4	85.0	86.7	91.7	73.0-91.7	84.0-98.4	73.5-95.8
Periodicals	*	*	2.3	2.3	1.8	0.0-1.6	0.0-6.3	0.1-4.8
Records	1	0.2	7.2	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	6	0.4	7.7	1.2	1.1	0.5-16.3	0.4-5.2	0.0-21.4
TOTAL	1530	100.0						

IV. Patterns of Reference Usage

Library 23

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	16	5.8	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.2
10:00-10:59	15	5.5	6.3	9.7	4.8	7.1-10.5	5.5-13.4	2.4-10.5
11:00-11:59	24	8.7	9.1	7.9	7.8	6.9-10.5	4.3-7.0	4.3-11.2
12:00-12:59	24	8.7	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	51	18.6	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	39	14.2	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-15.7
3:00-3:59	29	10.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	25	9.1	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	3	1.1	7.0	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	16	5.8	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	24	8.7	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	9	3.3	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	3140	100.0						
B. Type of Question								
Source Related	94	34.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	181	65.8	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	275	100.0						
C. Source Related Questions								
1. Questioner								
Student	37	39.4	22.9	46.2	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	55	58.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	2	2.1	2.3	1.7	*	0.0-3.5	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	94	100.0						
2. Means								
In Person	72	76.6	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	22	23.4	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	94	100.0						
3. Searcher								
Librarian	82	87.2	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	8	8.5	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	4	4.3	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	94	100.0						
4. Disposition of Question								
Answered	91	96.8	98.5	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	3	3.2	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	94	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	14	14.0	24.5	21.2	20.6	13.3-34.2	14.9-22.8	12.3-31.8
Circulating Collection	10	10.0	13.4	30.4	27.3	4.5-46.6	10.0-40.0	0.2-46.6
Card Catalog	28	29.8	17.3	12.1	19.8	12.4-21.1	6.7-22.8	0.0-49.4
Index	3	3.2	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	4	4.2	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	1	1.1	3.2	0.5	0.0	0.3-7.6	0.0-3.1	0.0-2.4
Vertical File	1	1.1	3.9	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	33	35.1	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	94	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	31	2:30	25	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	10	11:30	23	11	10	0-56	0-25	0-15
Photocopier	4	12:30	5	4	2	0-7	0-5	0-3
Meeting Room	10	7:30	35	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	3	11:30	6	2	2	0-10	0-3	0-4
Record Player	2	11:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	48	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment In Your Library	5	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	12	12	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	17	17	17	17	9-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 24

Size Category: Medium

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.256	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.202	.263	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.789	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.246	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.192	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.782	.691	.780	.661	.553-.729	.516-.967	.538-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.358	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.283	.230	.226	.057	.019-.396	.019-.302	.013-.189
c. Availability of books owned	.789	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.325	.450	.325	.183	.175-.950	.255-.450	.100-.263
2. Probability of availability	.313	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.962	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=439)	.818	.756	.818	.646	.585-.849	.630-.889	.583-.850
2. Adult Availability (N=395)	.846	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=94)	.702	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

Your Library

All Phase II Libraries

Low-High Range

A. Description of Users

1. Sex

	#	%	Large	Medium	Small	Large	Medium	Small
Male	1433	42.4	50.2	44.0	44.3	43.0-50.0	42.2-51.5	30.1-52.8
Female	1345	45.7	30.2	52.4	54.5	30.1-52.3	45.1-55.8	44.6-62.5
No Response	163	5.5	5.2	2.8	1.6	2.2-6.0	2.0-5.2	0.3-2.4
TOTAL	2945	100.0						

2. Student-Nonstudent

	#	%	Large	Medium	Small	Large	Medium	Small
Student	1323	45.1	30.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	1618	54.9	50.8	48.2	45.7	52.7-59.0	40.7-54.9	42.9-57.2
No Response		*			*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	2945	100.0						

3. Grade Level of Students

	#	%	Large	Medium	Small	Large	Medium	Small
Elementary (K-6)	333	25.1	2.8	25.1	31.3	3.0-20.4	20.1-35.5	13.5-40.1
Junior High School (7-9)	170	12.8	14.2	10.0	10.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	400	35.1	34.0	20.7	23.0	22.3-43.0	21.5-35.1	24.1-37.1
College	250	10.0	30.2	16.7	13.5	11.6-41.6	10.7-20.3	6.2-24.5
Graduate School	25	1.0	4.1	1.0	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	74	5.0	0.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	1320	100.0						

4. Occupation of Nonstudents

	#	%	Large	Medium	Small	Large	Medium	Small
Professional	375	23.3	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	423	30.2	20.3	21.0	18.3	10.0-36.0	10.0-30.2	14.7-15.0
Blue Collar	151	9.3	13.0	10.8	10.0	5.7-17.2	8.7-16.5	6.1-10.7
Housewife/mother	223	19.8	17.7	22.5	32.2	2.5-29.8	13.8-20.5	17.4-43.8
Retired	95	5.0	0.0	0.8	6.6	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	27	1.7	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	253	15.0	6.3	15.0	7.6	0.5-36.9	4.6-21.0	0.4-26.7
TOTAL	1613	100.0						

5. Time Entered

	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	245	8.3	6.2	7.5	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	205	7.0	7.3	9.9	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	257	8.7	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-7.1
12:00-12:59	303	13.3	11.5	9.8	6.0	7.5-15.3	5.7-13.4	2.8-11.0
1:00-1:59	210	7.4	10.4	7.4	8.9	6.5-12.5	6.0-13.0	4.5-10.1
2:00-2:59	193	6.6	8.5	10.3	6.8	6.8-10.8	5.6-11.4	2.5-7.4
3:00-3:59	280	9.5	10.0	10.0	11.2	9.4-12.0	8.8-12.7	7.4-14.1
4:00-4:59	307	10.4	10.1	10.4	11.5	7.4-12.7	5.7-12.7	5.5-15.0
5:00-5:59	252	8.6	8.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	155	5.3	6.5	5.6	10.1	4.7-8.5	3.3-10.4	5.0-15.2
7:00-7:59	260	9.0	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-15.8
8:00-8:59	173	5.0	4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-9.1
No Response	1	*	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	2945	100.0						

C. Satisfaction

	#	%	Large	Medium	Small	Large	Medium	Small
Satisfied	2112	71.7	65.6	69.0	72.1	58.6-73.1	65.3-73.9	62.5-77.5
Partially Satisfied	473	16.1	18.8	16.2	16.9	8.3-20.8	15.2-21.1	13.1-28.7
Not Satisfied	235	8.0	7.1	8.0	6.7	5.7-25.8	6.1-20.4	5.0-20.6
No Response	120	4.2	5.3	4.2	5.5	3.0-20.4	3.2-5.1	2.4-9.0
TOTAL	2945	100.0						

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patron. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library			All Phase II Libraries			Low-level Branch		
	#	%		Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	150	10.0		20.7	25.0	21.7	12.5-30.0	10.0-40.5	17.4-40.7
Periodicals	473	30.3		20.1	22.7	25.0	0.1-23.7	24.0-38.5	1.0-41.2
General Encyclopedias	37	2.7		2.4	4.3	11.5	0.0-7.7	2.7-0.6	5.0-41.7
Newspapers	254	16.4		10.0	7.6	4.9	0.5-23.8	0.5-10.4	0.7-28.3
Reference Books	240	17.4		14.5	12.4	10.6	4.4-23.6	3.4-30.2	6.7-15.1
Microfilm	4	0.3		4.0	0.7	*	0.0-0.6	0.0-3.3	0.0-1.0
Circulating Fiction	12	1.3		4.4	1.3	0.4	2.0-15.7	0.2-20.4	0.0-17.2
Vertical File	10	0.7		2.3	0.7	4.8	0.2-11.3	0.0-11.0	0.0-22.7
Records	7	0.5		2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-0.0
Other	105	13.4		7.0	2.6	4.4	3.2-19.0	0.7-13.4	1.5-11.5
TOTAL	1370	100.0							

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following breakdown of the circulation in your library during the three days studied.

Type of Material	Your Library			All Phase II Libraries			Low-level Branch		
	#	%		Large	Medium	Small	Large	Medium	Small
# of Items Circulated	2047	33.8		3095	3358	1894	1370-10034	1400-4252	1033-2243
# of Users Circulating Books	993	918		1567	918	516	503-3410	451-1347	222-700
Average # of Items per User	3.16	3.12		2.10	3.12	3.23	2.56-3.80	3.10-3.07	2.0-3.50
% Users Checking Out Books	30.7%	33.9%		33.9%	47.3%	32.0%	20.7-82.4	20.2-51.5	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Type of Material	Your Library			All Phase II Libraries			Low-level Branch		
	#	%		Large	Medium	Small	Large	Medium	Small
Circulated									
Books	2104	97.4		20.7	24.2	21.7	12.5-30.0	10.0-40.5	17.4-40.7
Periodicals	*	*		2.4	3.2	1.0	0.1-23.7	24.0-38.5	1.0-41.2
Records	*	*		2.2	2.4	3.4	0.0-7.7	2.7-0.6	5.0-41.7
Other	50	2.6		5.0	1.0	1.0	0.5-23.8	0.5-10.4	0.7-28.3
TOTAL	2550	100.0							
Returned									
Books	2000	95.5		20.7	24.2	21.7	12.5-30.0	10.0-40.5	17.4-40.7
Periodicals	*	*		2.4	3.2	1.0	0.1-23.7	24.0-38.5	1.0-41.2
Records	*	*		2.2	2.4	3.4	0.0-7.7	2.7-0.6	5.0-41.7
Other	145	4.6		7.7	1.0	1.1	0.5-23.8	0.5-10.4	0.7-28.3
TOTAL	3144	100.0							

IV. Patterns of Reference Usage

Library 24

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	32	4.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.9
10:00-10:59	69	9.1	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	33	4.3	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	44	5.8	9.0	7.3	8.9	6.6-11.0	5.8-12.4	3.1-11.8
1:00-1:59	60	7.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	55	7.3	9.1	9.0	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	66	8.7	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	94	12.4	10.2	12.4	10.8	8.5-15.5	9.1-13.2	8.3-18.3
5:00-5:59	84	11.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	63	8.3	6.2	5.5	10.6	4.3-7.6	3.7-8.3	3.3-12.6
7:00-7:59	73	9.6	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	86	11.3	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	759	100.0						
B. Type of Question								
Source Related	256	33.7	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	503	66.3	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	759	100.0						
C. Source Related Questions								
1. Questioner								
Student	115	44.9	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	141	55.1	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	256	100.0						
2. Means								
In Person	207	80.9	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	49	19.1	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	256	100.0						
3. Searcher								
Librarian	203	79.3	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	17	6.6	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	36	14.1	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	256	100.0						
4. Disposition of Question								
Answered	256	100.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	256	100.0						

5. Source Used to Answer Questions	Your Library #	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	72	23.1	24.5	21.2	20.6	13.3-34.2	14.0-32.8	12.3-31.8
Circulating Collection	58	22.7	13.4	30.4	27.3	4.5-46.0	10.6-40.0	6.8-48.6
Card Catalog	31	12.1	17.3	12.1	19.8	12.4-21.1	6.7-20.8	0.0-49.4
Index	30	11.7	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-10.1
Telephone Book	1	0.4	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	2	3.1	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	20	7.3	3.8	3.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	36	14.1	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	256	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	61	8:30	85	57	49	2-178	2-32	0-118
Lounge Chairs & Couches	11	8:30	23	11	10	0-56	0-25	0-15
Photocopier	5	5:30	5	4	2	0-7	0-5	0-3
Meeting Room	215	11:30	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	1	Often	6	2	2	0-10	0-3	0-4
Record Player	2	11:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	23	33	48	45		-25-48	28-48	28-53
B. Average Length of Employment in Your Library	7	7	7	7		6-11	5-10	3-13
C. Average Hours per Week at Public Service	24	18	22	19		13-21	14-24	11-36
D. Average Hours per week at Other Duties	13	17	17	17		9-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 26

Size Category: Medium

1. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.164	.367	.230	.122	.135-.530	.150-.293	.070-.176
b. Probability of availability	.118	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.720	.696	.720	.666	.561-.810	.550-.783	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.179	.405	.246	.125	.18-.393	.143-.265	.076-.183
b. Probability of availability	.130	.237	.174	.083	.11-.438	.074-.192	.045-.123
c. Availability of books owned	.967	.691	.760	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.038	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.019	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.500	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.338	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.325	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.963	.777	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=430)	.842	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=367)	.850	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=133)	.622	.636	.632	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

A. Description of Users	Your Library #	%	All Phase II Libraries Median %			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
1. Sex								
Male	799	44.1	60.3	44.0	44.5	43.0-60.0	42.2-51.5	36.1-53.3
Female	955	53.4	38.2	52.4	54.0	30.1-53.3	45.1-55.8	44.0-62.3
No Response	46	2.5	3.2	2.8	1.0	2.2-5.0	2.0-5.5	0.0-2.4
TOTAL	2046	100.0						
2. Student-Nonstudent								
Student	833	45.8	35.1	47.3	52.7	28.4-45.1	45.1-52.0	42.8-57.1
Nonstudent	984	49.2	60.8	45.2	45.7	52.7-69.0	40.7-55.0	42.0-57.2
No Response	89	5.0	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1791	100.0						
3. Grade Level of Students								
Elementary (K-5)	278	33.2	3.8	25.1	31.3	3.0-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	159	10.0	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.0-22.0
High School (10-12)	275	32.8	34.0	29.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	90	10.7	30.2	16.7	13.5	11.0-41.6	10.7-20.3	6.2-24.5
Graduate School	2	0.2	4.1	1.0	0.4	2.1-10.8	0.2-2.4	0.0-3.4
No Response	34	4.1	6.7	6.6	6.3	3.7-20.4	4.1-9.0	0.0-12.2
TOTAL	838	100.0						
4. Occupation of Nonstudents								
Professional	155	18.1	27.0	18.1	18.7	15.3-33.2	17.0-23.2	12.6-29.1
Other White Collar	219	25.2	29.6	21.9	18.3	10.0-36.0	19.0-30.5	14.7-25.2
Blue Collar	93	10.8	15.0	10.8	10.9	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	247	28.6	17.7	22.3	32.2	2.5-23.8	13.8-20.5	17.4-43.3
Retired	25	2.8	0.0	0.6	0.6	5.3-15.4	1.3-10.5	1.0-13.5
Unemployed	25	2.9	5.0	1.7	1.5	0.7-6.4	1.1-2.0	0.0-3.2
No Response	40	4.6	6.3	15.0	7.6	0.5-26.0	4.6-21.0	0.4-20.7
TOTAL	864	100.0						
B. Time Entered								
2:00-3:59	37	2.1	6.0	7.8	6.3	4.2-8.6	0.1-10.5	0.0-7.3
4:00-5:59	210	11.7	7.3	9.9	5.5	6.4-9.0	7.0-11.0	4.1-7.7
6:00-7:59	70	4.4	8.3	8.7	5.0	5.0-9.5	4.4-9.4	3.0-7.0
8:00-9:59	102	5.1	11.5	9.8	6.0	7.5-15.3	5.7-13.0	2.8-11.0
10:00-11:59	123	6.9	8.5	7.4	8.0	6.5-12.5	6.0-13.4	4.5-16.1
12:00-1:59	155	8.7	8.5	10.3	6.0	6.8-12.8	6.0-11.4	2.5-14.1
2:00-3:59	158	8.8	10.4	10.3	11.2	7.4-12.0	8.8-12.7	7.5-14.7
4:00-5:59	177	10.0	10.1	10.4	11.0	7.1-10.0	5.3-10.0	3.0-15.0
6:00-7:59	128	7.1	6.5	5.8	10.1	4.7-8.5	3.0-10.0	5.0-18.0
8:00-9:59	258	14.4	7.6	9.0	10.1	5.5-10.0	7.5-14.4	7.0-18.0
10:00-11:59	159	8.9	4.1	5.0	7.1	2.5-5.8	2.5-8.8	4.0-9.1
No Response	5	0.3	0.1	0.1	1.1	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1791	100.0						
C. Satisfaction								
Satisfied	1198	66.3	60.0	60.0	72.1	58.0-73.1	69.3-73.0	52.5-77.5
Partially Satisfied	370	21.2	19.0	19.0	10.9	8.3-20.0	15.2-21.1	13.1-22.7
Not Satisfied	100	5.6	17.1	9.0	6.7	5.7-25.8	6.1-10.4	5.0-16.0
No Response	5	0.3	0.0	4.2	5.5	3.0-20.4	3.2-6.1	2.4-9.0
TOTAL	1791	100.0						

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	309	25.7	25.7	25.7	21.7	12.5-36.9	10.3-40.5	17.4-49.7
Periodicals	342	29.7	25.7	26.7	25.0	9.1-33.7	24.3-48.3	10.0-21.5
General Encyclopedias	51	4.3	4.4	4.3	11.5	0.0-7.7	2.7-9.0	5.8-41.7
Newspapers	95	8.0	10.0	7.0	6.9	0.5-23.8	0.5-11.9	0.7-20.3
Reference Books	41	3.4	14.6	12.4	10.6	4.4-23.6	3.4-19.2	4.7-15.1
Microfilm			4.0	0.7		0.0-0.9	0.0-3.3	0.0-1.0
Circulating Fiction	315	26.4	4.6	1.3	6.4	2.0-15.7	0.2-22.4	0.0-17.2
Vertical File	9	0.7	2.3	0.7	4.8	0.2-11.9	0.6-21.9	0.0-22.7
Records			2.9		7.3	0.0-6.7	0.0-0.5	0.0-2.0
Other	31	2.6	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	1102	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	3209	3395	3398	1894	1370-10034	1404-1252	1033-2245
# of Users Circulating Books	913	1398	718	510	503-3410	451-1347	322-703
Average # of Items per User	3.57	2.83	3.12	3.23	2.50-3.99	3.10-3.67	2.95-3.59
% Users Checking Out Books	51.3%	35.8%	47.6%	30.0%	20.7-52.4	29.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated								
	#	%	Large	Medium	Small	Large	Medium	Small
Books	3297	97.0	20.5	24.2	23.3	91.3-94.0	24.5-30.0	72.5-95.8
Periodicals	21	0.6		3.0	1.0	0.0-0.3	0.0-0.3	0.1-0.3
Records	119	3.4	5.2	2.4	3.4	0.0-7.0	0.4-4.4	2.5-3.7
Other	1	*	5.0	1.0	1.0	1.2-14.5	0.0-2.8	0.7-21.0
TOTAL	3427	100.0						
Returned:								
Books	4129	97.6	25.4	24.5	21.7	73.0-91.7	24.0-30.4	73.5-95.8
Periodicals	5	0.1		2.0	1.2	0.0-1.6	0.0-0.3	0.1-0.3
Records	92	1.9	7.9	1.0	2.7	5.3-13.9	1.2-4.5	2.4-6.5
Other	16	0.4	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL	4932	100.0						

IV. Patterns of Reference Usage

Library 26

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library			All Phase II Libraries			Low-High Range		
	#	\$	Median	Large	Medium	Small	Large	Medium	Small
9:00-9:59	15	2.5		5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.5-11.8
10:00-10:59	57	9.7		8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	53	9.0		9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	43	7.3		9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	43	7.3		9.9	7.0	8.4	6.9-12.4	7.2-18.5	5.6-14.6
2:00-2:59	22	4.8		9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-10.7
3:00-3:59	44	7.5		9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-10.3
4:00-4:59	73	12.4		10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	59	10.0		7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	41	7.0		6.2	6.5	10.6	4.3-7.6	3.7-8.2	3.9-12.9
7:00-7:59	58	9.7		5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	74	12.6		5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	583	100.0							
B. Type of Question									
Source Related	184	31.3		38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	404	68.7		61.2	65.8	53.2	49.6-70.8	27.8-68.7	3.8-80.4
TOTAL	588	100.0							
C. Source Related Questions									
1. Questioner									
Student	105	57.1		22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	76	41.3		76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	3	1.6		2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*		*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	184	100.0							
2. Means									
In Person	150	31.5		21.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	34	18.5		46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*		*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	184	100.0							
3. Searcher									
Librarian	151	37.5		82.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	21	11.4		8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	2	1.1		1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*		0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	184	100.0							
4. Disposition of Question									
Answered	180	97.8		98.6	97.3	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	4	1.6		0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*		0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	184	100.0							

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	30	21.2	24.5	21.2	20.0	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	56	30.4	23.4	30.4	27.3	4.5-40.6	10.6-40.0	6.8-40.6
Card Catalog	45	24.5	17.3	12.1	10.8	12.4-21.1	6.7-20.3	0.0-49.4
Index	12	6.5	0.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	*	*	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	2	1.1	3.0	1.0	3.0	1.0-7.8	1.1-7.3	1.7-9.7
Other	30	16.3	20.5	16.3	15.7	0.4-17.2	10.1-35.1	3.0-35.2
TOTAL	184	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	47	11:30	85	57	49	2-173	2-82	0-112
Lounge Chairs & Couches	2	Often	23	11	10	0-56	0-25	0-15
Photocopier	2	12:30 a.m. 3:30	5	4	2	0-7	0-5	0-3
Meeting Room		None	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	1	Often	6	2	2	0-10	0-3	0-4
Record Player	*	*	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	42	33	48	45		-25-42	28-42	28-53
B. Average Length of Employment in Your Library	6	7	7	7		6-11	5-10	3-13
C. Average Hours per Week at Public Service	14	12	22	19		13-21	14-24	11-30
D. Average Hours per week at Other Duties	22	17	17	17		9-23	13-24	10-25

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 31
Size Category: Small

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.076	.367	.230	.122	.136-.580	.160-.288	.076-.170
b. Probability of availability	.044	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.579	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.076	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.045	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.588	.691	.780	.661	.353-.725	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.075	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.038	.230	.225	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.500	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.100	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.088	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	.875	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=488)	.850	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=339)	.929	.746	.840	.732	.634-.882	.660-.893	.605-.929
3. Juvenile Availability (N=149)	.671	.636	.692	.648	.388-.846	.494-.724	.543-.746

11. Building Usage

Your Library

All Phase II Libraries

Low-High Range

A. Description of Users	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Sex							
Male	314	60.3	44.2	44.5	43.0-56.0	42.2-51.5	36.1-53.3
Female	432	38.2	52.4	54.0	30.1-53.3	45.1-55.8	44.0-62.8
No Response	12	3.2	2.8	1.5	2.2-6.0	2.0-5.5	0.0-1.4
TOTAL	765	100.0					
2. Student-Nonstudent							
Student	405	35.1	47.3	52.7	28.4-45.1	45.1-52.0	42.8-57.1
Nonstudent	352	59.8	40.2	45.7	52.7-60.0	40.7-54.3	42.0-57.2
No Response	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	765	100.0					
3. Grade Level of Students							
Elementary (K-5)	187	8.2	25.1	31.3	3.0-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	90	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.9
High School (10-12)	78	34.3	23.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	25	30.2	15.7	13.5	11.6-41.6	10.7-20.9	6.2-24.5
Graduate School	*	4.1	1.0	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	16	6.7	5.0	0.5	3.7-20.4	4.1-9.0	0.8-12.2
TOTAL	405	100.0					
4. Occupation of Nonstudents							
Professional	42	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	58	29.3	21.0	18.3	10.0-35.0	11.0-30.2	14.7-25.2
Blue Collar	34	19.0	10.8	10.0	5.7-17.2	2.7-16.5	6.1-16.7
Housewife/mother	100	7.7	22.5	32.2	2.5-23.8	13.8-20.5	17.4-43.3
Retired	29	0.0	9.8	6.6	5.0-15.4	1.3-10.5	1.0-13.5
Unemployed	10	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	22	6.3	15.0	7.6	0.5-30.9	4.6-21.0	0.4-20.7
TOTAL	361	100.0					
5. Time Entered							
9:00-9:59	5	6.3	7.8	5.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	31	7.3	9.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	40	8.3	8.7	5.5	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	29	11.5	9.8	6.0	7.5-15.2	5.7-13.0	2.8-11.9
1:00-1:59	79	10.5	7.4	8.0	6.5-12.5	6.0-11.4	4.5-10.1
2:00-2:59	52	8.5	10.3	6.8	6.8-10.3	5.0-11.4	2.5-14.1
3:00-3:59	139	10.9	10.9	11.2	7.4-12.0	3.8-12.7	2.4-24.7
4:00-4:59	41	10.1	10.4	11.5	7.1-12.7	5.7-12.7	2.5-15.0
5:00-5:59	115	8.8	5.8	6.3	7.1-10.0	3.3-9.9	3.0-9.2
6:00-6:59	51	6.5	5.8	10.1	4.7-8.5	3.0-10.0	5.0-15.2
7:00-7:59	74	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	48	9.5	7.1	7.1	2.5-5.8	2.5-8.0	4.0-8.1
No Response	1	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	765	100.0					
C. Satisfaction							
Satisfied	533	76.2	77.3	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	180	23.1	18.2	18.0	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	40	5.3	6.6	6.7	5.7-25.8	6.1-9.4	5.0-9.0
No Response	42	5.5	4.2	5.5	3.0-20.4	3.2-6.1	2.4-9.0
TOTAL	765	100.0					

III. Circulation

Library 31

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	25	18.1	26.7	25.9	21.7	12.5-36.9	10.9-48.5	17.4-40.7
Periodicals	30	21.7	26.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	48	34.8	2.4	4.3	11.5	0.9-7.7	2.7-9.6	5.8-41.7
Newspapers	6	4.4	10.0	7.6	4.9	0.5-23.8	0.5-18.4	0.7-28.5
Reference Books	17	12.3	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	*	*	4.9	0.7	*	0.8-9.6	0.0-3.3	0.0-1.0
Circulating Fiction	1	0.7	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.9-17.2
Vertical File	2	1.4	2.3	0.7	4.8	0.2-11.9	0.6-11.9	0.0-22.7
Records	3	2.2	2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.6
Other	6	4.4	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	138	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1033	3695	3368	1894	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	322	1365	918	616	503-3410	451-1347	322-708
Average # of Items per User	3.22	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.30
% Users Checking Out Books	42.1%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.3	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated							
Books	802	90.5	88.5	94.2	93.3	81.2-94.0	72.5-95.8
Periodicals	1	0.1	*	3.0	1.0	0.0-0.3	0.1-5.2
Records	36	4.1	5.2	2.4	3.4	0.0-7.0	2.3-3.7
Other	47	5.3	5.0	1.0	1.9	1.2-14.5	0.7-21.9
TOTAL	886	100.0					
Returned:							
Books	922	87.1	85.2	94.5	91.7	73.0-91.7	73.5-95.8
Periodicals	*	*	*	2.9	1.8	0.0-1.6	0.1-4.8
Records	59	5.6	7.8	1.5	2.7	5.3-13.0	2.4-4.5
Other	78	7.3	7.7	1.2	1.1	0.3-16.3	0.0-21.4
TOTAL	1059	100.0					

IV. Patterns of Reference Usage

Library 31

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median	Small	Large	Medium	Small
9:00-9:59	2	1.7	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	11	9.6	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	10	8.7	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	5	4.3	9.0	7.3	8.9	6.5-11.6	5.8-12.4	3.1-11.8
1:00-1:59	7	6.1	9.0	7.0	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	11	9.6	9.1	9.0	6.1	6.7-11.3	4.8-14.2	3.5-10.7
3:00-3:59	21	18.3	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	19	16.5	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	7	6.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	11	9.6	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	5	4.3	5.5	8.7	3.2	2.3-8.6	4.5-9.7	4.3-15.2
8:00-8:59	6	5.2	5.0	8.6	6.8	3.4-5.9	3.3-12.6	5.2-12.2
TOTAL	115	100.0						
B. Type of Question								
Source Related	57	49.6	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	58	50.4	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	115	100.0						
C. Source Related Questions								
1. Questioner								
Student	34	59.6	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-53.5
Nonstudent	23	40.4	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.3	0.0-2.0	0.0-3.9
TOTAL	57	100.0						
2. Means								
In Person	35	61.4	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	22	38.6	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	57	100.0						
3. Searcher								
Librarian	48	85.7	98.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	6	10.7	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	3	5.6	1.3	4.3	5.7	0.0-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	57	100.0						
4. Disposition of Question								
Answered	55	98.2	99.6	91.3	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	1	1.8	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	57	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	7	12.3	24.5	21.2	20.0	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	23	40.4	13.4	30.4	27.3	4.5-40.6	10.6-40.0	6.8-46.6
Card Catalog	15	26.3	17.3	12.1	10.2	12.3-21.1	6.7-29.8	0.0-49.4
Index	3	5.3	0.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	1	1.7	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	4	6.9	3.2	0.5	0.0	0.3-9.0	0.0-3.1	0.0-2.4
Vertical File	1	1.7	3.8	1.0	5.0	1.0-7.8	1.1-7.8	1.7-3.7
Other	7	12.3	20.5	10.5	15.7	0.4-17.2	10.1-35.1	3.0-35.2
TOTAL	57	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	44	2:30	85	57	40	2-172	2-82	0-118
Lounge Chairs & Couches	1	None	23	11	10	0-56	0-25	0-15
Photocopier	1	Often	5	4	2	0-7	0-5	0-3
Meeting Room	None	None	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	None	None	6	2	2	0-10	0-3	0-4
Record Player	1	Often	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	28	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	4	.7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	17	18	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	18	17	17	17	9-23	13-24	10-25

E. Highest Degree Earned	Your Library #	%	All Phase II Libraries			Low-High Range		
			Large	Median	Small	Large	Medium	Small
High School	2	22.2	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	5	55.6	14.4	21.4	32.0	5.5-22.8	0.0-37.5	11.1-75.0
BA	2	22.2	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	*	*	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.7
TOTAL	9	100.0						

F. Scheduling By Hour	(Average # of People Assigned to Public Service)		
9:00-9:59	**	10	4-26
10:00-10:59	**	11	3-31
11:00-11:59	**	11	3-31
12:00-12:59	**	10	3-28
1:00-1:59	**	11	3-27
2:00-2:59	**	12	3-33
3:00-3:59	**	11	4-34
4:00-4:59	**	12	4-31
5:00-5:59	**	14	3-25
6:00-6:59	**	9	3-17
7:00-7:59	**	7	3-19
8:00-8:59	**	7	3-18
9:00-9:59	**	5	0-12

♦♦ No Public Service Schedule

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 32
Size Category: Small

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

1. Total Sample (N=500)	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
a. Probability of ownership	.176	.367	.230	.122	.136-.580	.160-.282	.076-.176
b. Probability of availability	.124	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.705	.696	.720	.665	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.177	.405	.246	.125	.181-.893	.143-.260	.076-.183
b. Probability of availability	.128	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.722	.591	.780	.661	.353-.729	.516-.967	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.170	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.094	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.556	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.175	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.513	.450	.313	.175	.163-.950	.188-.600	.088-.513
3. Availability of articles owned	2.93	.377	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=499)	.818	.756	.818	.646	.585-.849	.630-.839	.582-.850
2. Adult Availability (N=411)	.839	.744	.840	.732	.634-.882	.560-.839	.605-.929
3. Juvenile Availability (N=88)	.716	.636	.692	.648	.388-.840	.494-.724	.543-.746

II. Building Usage

A. Description of Users	Your Library		All Phase II Libraries Median %			Low-High Range		
1. Sex	#	%	Large	Medium	Small	Large	Medium	Small
Male	590	40.0	60.3	44.8	44.5	43.0-56.0	42.2-51.5	36.1-53.0
Female	889	59.0	39.0	52.4	54.0	30.1-53.3	45.1-55.8	44.0-62.8
No Response	17	1.1	3.2	2.8	1.0	2.2-5.0	2.0-5.5	0.9-2.4
TOTAL	1689	100.0						
2. Student-Nonstudent								
Student	954	57.1	35.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	725	42.9	60.8	48.2	45.7	52.7-69.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1689	100.0						
3. Grade Level of Students								
Elementary (K-5)	302	31.3	8.3	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	201	20.0	14.2	19.0	19.7	2.4-25.5	12.3-22.7	13.8-22.0
High School (10-12)	256	26.6	34.3	20.7	28.0	22.3-43.0	21.5-35.1	24.1-37.1
College	130	13.5	30.2	15.7	13.5	11.0-41.6	10.7-20.0	6.2-24.5
Graduate School	14	1.5	4.1	1.7	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	51	6.3	5.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	954	100.0						
4. Occupation of Nonstudents								
Professional	176	24.4	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	124	17.2	20.8	21.0	18.3	10.0-36.0	10.0-30.2	14.7-25.2
Blue Collar	44	6.1	13.0	10.3	10.3	5.7-17.2	8.7-18.5	5.1-13.7
Housewife/mother	230	31.8	7.7	22.5	32.2	2.5-20.3	13.6-29.5	17.4-43.3
Retired	16	2.2	9.0	9.8	6.6	3.3-15.4	1.3-10.5	1.6-15.5
Unemployed	3	0.4	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	132	18.0	6.3	15.0	7.6	0.5-36.0	4.6-21.0	0.4-20.7
TOTAL	725	100.0						
5. Time Entered								
9:00-9:59	12	0.7	6.9	7.8	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	91	5.4	7.3	7.9	5.5	5.4-8.3	7.0-11.0	4.1-7.7
11:00-11:59	153	9.1	8.3	8.7	6.0	5.8-9.5	4.4-9.5	3.0-9.1
12:00-12:59	201	11.9	11.3	9.8	5.0	7.3-15.3	5.7-13.4	2.8-11.9
1:00-1:59	272	16.1	10.4	7.4	8.9	6.5-12.5	6.0-13.0	4.5-16.1
2:00-2:59	238	14.1	9.5	10.3	6.8	6.8-10.8	6.6-11.4	2.5-11.1
3:00-3:59	217	12.3	10.4	10.9	11.2	9.4-12.6	8.8-12.7	7.4-24.7
4:00-4:59	174	10.3	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	61	3.5	8.6	6.5	6.9	7.1-10.0	3.3-9.9	3.6-9.9
6:00-6:59	85	5.0	5.5	5.8	6.9	4.7-8.5	3.9-10.0	5.0-15.2
7:00-7:59	113	7.0	7.5	7.0	10.1	5.3-10.0	7.5-14.4	7.0-16.8
8:00-8:59	57	4.0	4.5	5.0	7.1	2.5-5.8	2.5-8.3	4.0-9.1
No Response	*	*	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1689	100.0						
C. Satisfaction								
Satisfied	1050	62.5	60.6	60.7	72.1	58.0-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	384	22.7	18.8	16.2	15.9	8.1-20.3	15.2-21.1	13.1-23.7
Not Satisfied	124	7.3	7.1	8.0	6.7	5.7-25.8	6.1-13.4	5.0-8.6
No Response	125	7.5	6.6	4.2	5.5	3.3-20.4	3.2-6.1	2.4-9.0
TOTAL	1689	100.0						

III. Circulation

Library 32

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library #	%	All Phase II Libraries Median %			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	245	27.4	26.7	25.9	21.7	12.5-36.9	10.9-48.5	17.4-40.7
Periodicals	282	31.5	26.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	103	11.5	2.4	4.3	11.5	0.9-7.7	2.7-9.6	5.8-41.7
Newspapers	6	0.7	10.0	7.6	4.9	0.5-23.8	0.5-18.4	0.7-28.5
Reference Books	106	11.8	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	1	0.1	4.9	0.7	*	0.8-9.6	0.0-3.3	0.0-1.0
Circulating Fiction	39	4.4	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.9-17.2
Vertical File	43	4.8	2.3	0.7	4.8	0.2-11.9	0.6-11.9	0.0-22.7
Records	5	0.6	2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.6
Other	5	0.6	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	895	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	# of Users Circulating Books	Average # of Items per User	% Users Checking Out Books	All Phase II Libraries Median %			Low-High Range		
				Large	Medium	Small	Large	Medium	Small
1894	1894	1894	1894	3695	3368	1894	1379-10034	1404-4252	1033-2245
642	642	642	642	1365	918	616	503-3410	451-1347	322-708
2.95	2.95	2.95	2.95	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.30
38.0%	38.0%	38.0%	38.0%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.3	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Returned:	All Phase II Libraries Median %			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Books	See Below*	88.5	94.2	93.3	81.2-94.0	84.5-96.0	72.5-95.8
Periodicals	*	*	3.0	1.0	0.0-0.3	0.0-8.3	0.1-5.2
Records	*	5.2	2.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	*	5.0	1.0	1.9	1.2-14.5	0.0-2.8	0.7-21.9
TOTAL	%						
Books	1980	85.2	94.5	91.7	73.0-91.7	84.0-98.4	73.5-95.8
Periodicals	20	*	2.9	1.8	0.0-1.6	0.0-6.3	0.1-4.2
Records	111	7.8	1.6	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	10	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL	2121						

*Data submitted incomplete

IV. Patterns of Reference Usage

Library 32

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	2	0.6	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	17	4.8	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	23	6.5	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	42	11.8	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	52	14.6	9.9	7.9	8.4	6.9-12.4	7.2-18.0	5.6-14.6
2:00-2:59	40	11.3	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	41	11.5	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	49	13.8	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	25	7.1	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	14	3.9	6.2	6.5	10.0	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	248	7.9	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.3
8:00-8:59	19	5.4	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	355	100.0						
8. Type of Question								
Source Related	166	46.8	38.8	34.2	45.8	29.2-50.4	31.3-72.2	19.5-90.2
Directional	189	53.2	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	355	100.0						
C. Source Related Questions								
1. Questioner								
Student	105	63.3	22.9	45.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	59	35.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	2	1.2	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	166	100.0						
2. Means								
In Person	159	95.8	53.5	81.5	80.0	39.2-77.7	78.6-91.1	61.4-95.8
By Phone	17	4.2	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	166	100.0						
3. Searcher								
Librarian	113	68.1	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	12	7.2	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	41	24.7	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	166	100.0						
4. Disposition of Question								
Answered	115	99.1	98.6	97.8	100.0	95.2-93.6	96.4-100.0	93.6-100.0
Referred	1	0.9	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	166	100.0						

5. Source Used to Answer Questions	Your Library		All Phase II Libraries				Low-High Range			
	#	%	Large	Medium	Small	Median	Large	Medium	Small	
Reference Book	32	23.5	24.5	21.2	22.0		13.3-34.2	14.0-32.8	12.3-31.5	
Circulating Collection	37	22.3	13.4	30.4	27.3		4.5-46.6	10.6-30.0	6.2-46.6	
Card Catalog	23	13.9	17.3	12.1	19.8		12.4-21.1	6.7-23.8	9.3-49.4	
Index	15	9.0	9.1	6.5	5.3		3.0-13.3	2.8-11.7	2.7-19.1	
Telephone Book	*	*	5.1	0.4	0.0		0.6-10.4	0.0-4.2	0.0-1.7	
City Directory	*	*	3.2	0.5	0.0		0.3-9.6	0.0-3.1	0.0-2.4	
Vertical File	5	3.0	3.0	1.9	3.0		1.0-7.8	1.1-7.8	1.7-9.7	
Other	47	22.3	20.5	16.3	15.7		9.4-17.2	10.1-35.1	3.3-35.2	
TOTAL	166	100.0								

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries				Low-High Range			
	#	Time	Large	Medium	Small	Median	Large	Medium	Small	
Table Seating	25	3:30	25	57	40		2-178	2-22	0-118	
Lounge Chairs & Couches	7	3:30	23	11	10		0-56	0-25	0-15	
Photocopier	1	Often	5	4	2		0-7	0-5	0-3	
Meeting Room	121	2:30	26	77	51		0-218	0-215	0-121	
Microfilm Reader (Printer)	4	1:30	6	2	2		0-10	0-3	0-4	
Record Player	3	Often	4	2	2		0-8	0-2	0-4	

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	Your Library		All Phase II Libraries				Low-High Range			
	#	%	Large	Medium	Small	Median	Large	Medium	Small	
B. Average Length of Employment in Your Library	7		7	7	7		6-11	5-10	3-13	
C. Average Hours per Week at Public Service	11		18	22	19		13-21	14-24	11-36	
D. Average Hours per week at Other Duties	14		17	17	17		9-23	13-24	10-25	

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	*	*	7.4	0.0	22.3	0.0-14.7	0.0-29.4	0.0-33.3
Some College	1	11.1	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	1	11.1	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	7	77.8	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	9	100.0						
F. Scheduling By Hour (Average # of People Assigned to Public Service)								
9:00-9:59	*		10	4	2	4-26	2-10	0-7
10:00-10:59	3		11	6	3	3-31	3-10	2-7
11:00-11:59	3		11	6	3	3-31	4-10	2-7
12:00-12:59	4		10	5	3	3-23	5-8	2-5
1:00-1:59	3		11	4	3	3-27	3-9	3-6
2:00-2:59	4		12	5	4	3-33	4-11	3-7
3:00-3:59	5		11	6	5	4-34	4-11	4-9
4:00-4:59	5		12	6	4	4-31	4-10	4-9
5:00-5:59	5		14	4	4	3-26	2-8	3-6
6:00-6:59	5		7	4	5	3-17	2-6	3-5
7:00-7:59	5		7	4	5	3-19	2-6	3-5
8:00-8:59	5		7	3	5	3-18	2-5	3-5
9:00-9:59	*		5	1	0	0-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 33

Size Category: Small

I. Description of Collection

A. "3PR" Probability Sample

The purpose of the 3PR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.136	.367	.230	.122	.136-.580	.160-.232	.076-.176
b. Probability of availability	.102	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.750	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.119	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.092	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.774	.691	.780	.661	.353-.729	.510-.767	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.283	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.189	.230	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.667	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.200	.450	.325	.188	.175-.350	.255-.450	.100-.263
2. Probability of availability	.125	.450	.313	.175	.163-.350	.188-.600	.088-.313
3. Availability of articles owned	.625	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=503)	.646	.756	.818	.646	.585-.849	.630-.829	.582-.850
2. Adult Availability (N=347)	.605	.744	.846	.732	.634-.882	.660-.893	.605-.829
3. Juvenile Availability (N=162)	.648	.636	.692	.648	.368-.846	.494-.724	.543-.746

II. Building Usage		Your Library		All Phase II Libraries Median %			Low-High Range		
A. Description of Users		#	%	Large	Medium	Small	Large	Medium	Small
1. Sex									
Male	511	36.1		50.3	44.8	44.5	43.0-56.0	42.2-51.5	36.1-53.8
Female	893	62.8		38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-62.8
No Response	15	1.1		3.2	2.8	1.6	2.2-6.9	2.0-5.5	0.0-2.4
TOTAL	1414	100.0							
2. Student-Nonstudent									
Student	795	56.2		36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.8-57.1
Nonstudent	619	43.8		50.8	48.2	45.7	52.7-59.0	40.7-54.9	42.0-57.2
No Response	0	0		0	0	0	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1414	100.0							
3. Grade Level of Students									
Elementary (K-5)	353	45.7		9.6	25.1	31.3	3.0-20.4	20.1-35.5	13.5-40.1
Junior High School (7-9)	154	10.4		14.2	19.0	19.7	2.4-25.5	1.8-22.7	13.5-22.9
High School (10-12)	207	20.3		34.0	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	61	7.7		30.2	16.7	13.5	11.6-44.6	10.7-20.3	5.2-24.5
Graduate School	1	0.1		4.1	1.0	0.4	2.1-15.3	0.2-2.4	0.0-3.4
No Response	6	0.2		0.7	6.6	0.3	3.7-20.4	4.1-9.0	0.8-12.2
TOTAL	795	100.0							
4. Occupation of Nonstudents									
Professional	72	12.6		27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	89	14.4		29.6	21.7	18.3	10.0-36.0	10.0-30.2	14.7-25.2
Blue Collar	46	7.4		13.0	10.3	10.2	5.7-17.2	8.7-16.5	6.1-16.7
Housewife/mother	268	43.3		7.7	22.5	32.3	2.5-29.8	13.8-20.5	17.4-43.3
Retired	19	1.6		0.0	0.8	6.5	5.5-15.4	1.3-10.5	1.6-15.5
Unemployed	0	0		3.0	1.7	1.3	0.7-6.4	1.1-2.3	0.0-3.2
No Response	128	20.7		5.3	15.9	7.6	0.5-35.3	4.6-21.0	0.4-20.7
TOTAL	519	100.0							
5. Time Entered									
9:00-9:59	77	5.4		6.9	7.9	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	87	6.2		7.3	7.0	5.5	6.4-9.9	7.0-11.0	4.1-7.7
11:00-11:59	43	3.0		3.3	8.7	6.0	5.8-9.5	0.4-9.5	3.0-9.1
12:00-12:59	40	2.9		11.5	7.9	6.0	7.5-15.3	8.7-13.4	2.2-11.0
1:00-1:59	140	9.9		10.4	7.4	8.0	6.5-12.5	6.7-13.0	4.5-16.1
2:00-2:59	35	2.5		8.5	10.3	6.8	6.8-10.8	6.1-11.4	2.5-14.1
3:00-3:59	159	11.2		10.4	10.7	11.5	9.4-12.0	8.1-12.7	7.4-24.7
4:00-4:59	177	12.5		10.1	10.4	11.5	7.4-12.7	5.1-12.7	2.5-15.0
5:00-5:59	99	6.3		9.0	6.5	6.0	7.1-10.9	3.3-9.9	3.0-9.9
6:00-6:59	215	15.2		6.5	5.8	10.1	4.7-8.5	3.7-10.0	5.0-13.6
7:00-7:59	237	16.8		7.5	7.0	14.4	5.5-10.0	7.5-14.4	5.0-13.6
8:00-8:59	100	7.5		4.5	5.0	7.1	2.5-5.8	2.5-8.8	4.0-8.1
No Response	0	0		0.1	0.1	0	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1414	100.0							
C. Satisfaction									
Satisfied	1006	77.5		66.3	69.9	72.1	53.6-73.1	60.2-73.9	62.5-77.5
Partially Satisfied	212	15.0		16.8	10.2	13.0	8.5-20.3	15.2-21.1	13.1-22.7
Not Satisfied	72	5.1		7.1	8.0	6.7	5.7-25.8	6.1-9.4	5.0-8.0
No Response	34	2.4		6.0	4.2	5.5	3.0-20.4	3.2-6.1	2.4-3.0
TOTAL	1414	100.0							

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	189	30.4	26.7	25.9	21.7	12.5-36.9	10.9-48.5	17.4-60.7
Periodicals	126	20.3	26.1	28.7	25.0	9.1-33.7	24.5-34.3	18.0-31.5
General Encyclopedias	36	5.8	2.4	4.3	11.5	0.9-7.7	2.7-9.6	5.8-41.7
Newspapers	5	0.8	10.0	7.6	4.9	0.5-23.8	0.5-18.4	0.7-28.5
Reference Books	35	5.6	14.6	12.4	10.6	4.4-23.6	3.4-30.2	4.7-15.1
Microfilm	*	*	4.9	0.7	*	0.8-9.6	0.0-3.3	0.0-1.0
Circulating Fiction	107	17.2	4.4	1.3	6.4	2.0-15.7	0.2-26.4	0.9-17.2
Vertical File	141	22.7	2.3	0.7	4.8	0.2-11.9	0.6-11.9	0.0-22.7
Records	161	*	2.2	*	0.3	0.0-5.7	0.0-0.5	0.0-2.0
Other	23	3.7	7.0	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	622	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	2245	3695	3368	1894	1379-10034	1404-4252	1033-2245
# of Users Circulating Books	708	1365	918	616	503-3410	451-1347	322-708
Average # of Items per User	3.18	2.89	3.12	3.23	2.56-3.89	3.10-3.67	2.95-3.30
# Users Checking Out Books	50.1%	33.8%	47.6%	38.0%	20.7-52.4	29.2-51.5	29.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated		Returned	
Books	1587	72.5	88.5
Periodicals	44	1.9	94.2
Records	86	3.7	5.0
Other	511	21.9	1.0
TOTAL	2328	100.0	
Returned:			
Books	1961	73.5	85.2
Periodicals	64	2.4	2.9
Records	73	2.7	7.8
Other	570	21.4	1.6
TOTAL	2668	100.0	

IV. Patterns of Reference Usage

Library 33

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	2	1.2	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	4	2.4	8.3	9.7	4.8	7.1-19.2	5.5-13.4	2.4-10.5
11:00-11:59	7	4.3	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	5	3.1	9.9	7.3	8.0	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	13	7.9	9.9	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.6
2:00-2:59	10	6.1	9.1	9.0	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	21	12.8	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	30	18.3	10.2	12.4	19.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	9	5.5	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	18	11.0	6.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	25	15.2	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	20	12.2	5.0	8.6	6.8	3.4-6.9	3.3-11.6	5.2-12.2
TOTAL	154	100.0						
8. Type of Question								
Source Related	148	90.2	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	15	9.8	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	164	100.0						
C. Source Related Questions								
1. Questioner								
Student	94	63.5	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	54	36.5	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	164	100.0						
2. Means								
In Person	133	89.9	53.5	21.5	20.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	15	10.1	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	164	100.0						
3. Searcher								
Librarian	164	100.0	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	*	*	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-2.9	0.0-10.3
TOTAL	164	100.0						
4. Disposition of Question								
Answered	164	100.0	93.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	164	100.0						

5. Source Used to Answer Questions	Your Library	All Phase II Libraries	Low-High Range
	#	Large	Medium
Reference Book	47	24.5	21.2
Circulating Collection	59	13.4	30.4
Card Catalog	*	17.3	27.3
Index	4	9.1	12.1
Telephone Book	*	5.1	6.5
City Directory	*	3.2	0.4
Vertical File	7	3.8	0.5
Other	21	20.5	1.9
TOTAL	148	100.0	15.7

Low-High Range	Small	Medium	Large
12.3-31.8	20.6	21.2	24.5
6.8-45.6	27.3	30.4	13.4
0.0-49.4	19.2	12.1	17.3
2.7-19.1	5.3	6.5	9.1
0.0-1.7	0.0	0.4	5.1
0.0-4.2	0.0	0.5	3.2
0.0-3.1	3.0	1.9	3.8
1.7-9.7	15.7	16.3	20.5
3.9-35.2			

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	All Phase II Libraries	Low-High Range
	#	Large	Medium
Table Seating	39	95	2-178
Lounge Chairs & Couches	5	23	2-82
Photocopier	None	5	0-25
Meeting Room	18	26	0-7
Microfilm Reader (Printer)	None	6	0-218
Record Player	4	4	0-10
			0-8
			0-2
			0-4
			0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	**	33	48	45	28-53
B. Average Length of Employment In Your Library	**	7	7	7	3-13
C. Average Hours per Week at Public Service	**	13	22	19	11-36
D. Average Hours per week at Other Duties	**	17	17	17	10-25

** Data Not Submitted

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	*****		7.4	0.0	22.0	0.0-14.7	0.0-29.4	0.0-33.3
Some College	*****		14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	*****		28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	*****		47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*****		*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*****		1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	*****							

F. Scheduling By Hour (Average # of People Assigned to Public Service)

Scheduling By Hour	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
3:00-9:59	*****		10	4	2	4-26	2-10	0-7
10:00-10:59	*****		11	6	3	3-31	3-10	2-7
11:00-11:59	*****		11	6	3	3-31	4-10	2-7
12:00-12:59	*****		10	5	3	3-28	3-8	2-5
1:00-1:59	*****		11	4	3	3-27	3-9	3-6
2:00-2:59	*****		12	5	4	3-33	4-11	3-7
3:00-3:59	*****		11	6	5	4-34	4-11	4-9
4:00-4:59	*****		12	6	4	4-31	4-10	4-9
5:00-5:59	*****		14	4	4	3-26	2-8	3-6
6:00-6:59	*****		8	4	5	3-17	2-6	3-5
7:00-7:59	*****		7	4	5	3-19	2-6	3-5
8:00-8:59	*****		7	3	5	3-18	2-6	3-5
9:00-9:59	*****		5	1	0	0-12	0-2	0-5

***** Data Not Submitted

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 34
Size Category: Small

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.122	.367	.230	.122	.136-.580	.100-.288	.076-.175
b. Probability of availability	.075	.268	.130	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.639	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.123	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.076	.237	.174	.083	.121-.438	.074-.192	.043-.128
c. Availability of books owned	.618	.691	.780	.661	.553-.729	.516-.667	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.113	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.094	.210	.226	.057	.019-.396	.019-.302	.019-.189
c. Availability of books owned	.833	.692	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.250	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.250	.450	.313	.175	.163-.950	.188-.600	.083-.513
3. Availability of articles owned	1.00	.077	.962	.875	.823-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=407)	.777	.756	.818	.646	.585-.843	.630-.889	.582-.850
2. Adult Availability (N=379)	.735	.744	.845	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=118)	.796	.636	.692	.648	.388-.846	.494-.724	.543-.746

11. Building Usage	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
A. Description of Users								
1. Sex								
Male	778	46.0	60.3	44.8	44.5	43.0-56.0	42.2-51.5	30.1-53.8
Female	875	51.7	38.2	52.4	54.6	30.1-53.3	45.1-55.8	44.6-62.6
No Response	37	2.3	3.2	2.3	1.6	2.2-6.3	2.0-5.5	0.3-2.4
TOTAL	1692	100.0						
2. Student-Nonstudent								
Student	725	42.8	36.1	47.3	52.7	28.4-45.1	45.1-52.6	42.9-57.1
Nonstudent	967	57.2	60.8	48.2	45.7	52.7-69.0	40.7-54.9	42.9-57.2
No Response	*	*	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1692	100.0						
3. Grade Level of Students								
Elementary (K-5)	98	13.5	8.9	25.1	31.3	3.6-20.4	20.1-35.5	13.5-40.1
Junior High School (7-9)	142	19.6	14.2	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	269	37.1	34.0	29.7	28.0	22.3-43.9	21.5-35.1	24.1-37.1
College	155	21.4	30.2	16.7	13.5	11.6-41.0	10.7-20.9	6.2-24.3
Graduate School	14	1.0	4.1	1.7	0.4	2.1-16.8	0.2-2.4	0.0-3.4
No Response	47	6.5	6.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	725	100.0						
4. Occupation of Nonstudents								
Professional	181	19.7	27.0	18.1	18.7	15.3-33.2	17.0-23.3	12.6-28.1
Other White Collar	219	22.7	20.8	21.3	18.3	10.0-36.0	19.0-30.2	15.7-25.2
Blue Collar	72	7.5	13.0	10.8	10.2	5.7-17.2	8.7-16.5	6.1-15.7
Housewife/mother	275	28.4	7.7	22.5	32.2	2.5-23.8	13.6-29.5	17.4-43.3
Retired	56	5.8	9.0	9.8	6.5	5.3-15.4	1.3-10.5	1.6-15.5
Unemployed	9	0.9	3.0	1.7	1.3	0.7-6.4	1.1-2.9	0.0-3.2
No Response	55	16.0	6.3	15.0	7.6	0.5-36.9	4.6-21.0	0.4-20.7
TOTAL	957	100.0						
B. Time Entered								
9:00-9:59	123	7.3	6.0	7.8	6.3	4.2-8.6	0.1-10.5	0.0-7.3
10:00-10:59	176	6.3	7.3	9.0	5.5	6.4-8.9	7.0-11.0	4.1-7.7
11:00-11:59	93	5.5	7.3	9.7	6.0	5.9-9.5	4.4-7.5	3.0-6.1
12:00-12:59	49	2.9	11.6	9.0	6.0	7.5-15.3	5.7-13.4	2.6-11.0
1:00-1:59	131	7.7	10.4	7.4	8.0	6.5-12.5	6.6-11.4	4.5-14.1
2:00-2:59	60	4.7	10.5	10.3	6.3	6.8-10.8	6.8-11.4	2.5-14.1
3:00-3:59	125	9.5	10.4	10.4	11.5	9.4-12.6	8.8-12.7	7.4-14.7
4:00-4:59	144	9.5	10.1	10.4	11.5	7.4-12.7	5.7-12.7	8.5-15.0
5:00-5:59	168	9.0	6.5	6.5	6.9	7.1-10.0	3.5-7.9	3.6-9.0
6:00-6:59	202	11.0	6.5	5.8	10.1	4.7-8.5	3.9-10.0	5.0-12.2
7:00-7:59	272	15.1	7.5	9.0	14.4	5.5-10.0	7.5-14.4	7.0-16.8
8:00-8:59	135	8.0	4.5	5.0	7.1	2.5-5.8	2.5-8.3	4.0-9.1
No Response	*	*	0.1	0.1	*	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1692	100.0						
C. Satisfaction								
Satisfied	1220	72.1	63.6	60.0	72.1	58.6-73.1	66.3-73.9	62.5-77.5
Partially Satisfied	258	15.2	19.6	16.0	16.0	8.3-20.8	15.2-21.1	13.1-22.7
Not Satisfied	114	6.7	7.1	8.0	5.7	5.7-25.8	6.1-9.4	5.0-26.6
No Response	199	6.0	6.0	4.2	5.5	3.3-20.4	3.2-6.1	2.4-9.6
TOTAL	1692	100.0						

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	142	20.6	25.7	25.9	21.7	12.5-36.2	10.0-40.5	17.4-50.7
Periodicals	216	31.4	25.1	22.7	23.0	0.1-37.7	24.5-34.3	18.0-51.5
General Encyclopedias	95	13.8	2.4	4.3	11.5	0.0-7.7	2.7-9.6	5.8-41.7
Newspapers	61	8.7	10.0	7.6	4.9	0.5-23.8	0.5-18.4	2.7-28.5
Reference Books	104	15.1	14.6	12.4	10.6	4.4-23.8	3.4-30.2	4.7-15.1
Microfilm	*	*	4.9	0.7	0.6	0.8-9.6	0.0-3.2	0.0-1.0
Circulating Fiction	25	3.6	4.4	1.3	6.4	2.0-15.7	0.2-20.4	0.0-17.2
Vertical File	10	1.5	2.7	0.7	4.8	0.2-11.9	0.0-11.9	0.0-22.9
Records	20	2.8	2.8	*	0.5	0.0-5.7	0.0-9.5	0.0-2.0
Other	20	3.8	7.9	2.6	4.4	3.2-19.6	0.7-13.4	1.3-11.5
TOTAL	680	100.0						

3. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. A breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	1004	3503	1094	1370-10034	1404-4252	1033-2245
# of Users Circulating Books	406	419	616	501-3410	451-1367	322-702
Average # of Items per User	3.74	3.12	3.23	2.55-3.60	3.10-2.67	2.35-3.20
# Users Checking Out Books	29.30	33.30	32.00	20.7-52.4	20.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1541	95.3	22.5	24.2	23.3	21.2-74.0	24.5-70.0	72.5-72.2
Periodicals	2	0.1	*	3.0	1.0	0.0-0.3	0.0-0.3	0.1-5.2
Records	43	2.6	5.0	2.4	3.6	0.0-7.0	0.4-4.4	2.3-3.7
Other	23	1.5	5.0	1.0	1.0	1.2-14.5	0.0-2.8	0.7-21.7
TOTAL	1589	100.0						
Returned:								
Books	1450	91.4	25.0	24.3	21.7	73.0-91.7	84.0-70.4	73.5-75.0
Periodicals	1	0.1	*	3.0	1.0	0.0-1.6	0.0-0.3	0.1-4.3
Records	60	4.5	7.6	1.0	2.7	5.3-13.0	1.2-4.3	2.4-4.5
Other	15	1.0	7.7	1.0	1.1	0.3-16.5	0.4-5.2	0.0-21.3
TOTAL	1533	100.0						

IV. Patterns of Reference Usage

Library 34

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Median %	Small	Large	Medium	Small
9:00-9:59	14	6.0	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.0-11.8
10:00-10:59	11	4.8	8.3	9.7	4.8	7.1-10.5	5.5-13.4	2.4-10.5
11:00-11:59	26	11.2	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	17	7.3	9.0	7.3	8.9	5.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	13	5.6	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.0-14.6
2:00-2:59	14	6.0	9.1	9.0	6.1	6.7-11.3	4.8-14.2	3.5-10.7
3:00-3:59	19	8.2	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	25	10.8	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	18	7.8	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	30	12.9	6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	19	8.2	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	26	11.2	5.0	8.6	6.3	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	232	100.0						
B. Type of Question								
-Source Related	126	54.3	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	106	45.7	61.2	65.8	53.2	49.0-70.8	27.8-68.7	9.8-80.4
TOTAL	232	100.0						
C. Source Related Questions								
1. Questioner								
Student	36	28.6	22.9	46.5	44.5	15.5-34.4	33.4-61.4	28.6-63.5
Nonstudent	90	71.4	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	126	100.0						
2. Means								
In Person	92	73.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	34	26.0	40.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	126	100.0						
3. Searcher								
Librarian	70	55.6	98.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	43	34.1	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.0	1.1-14.1	0.0-24.7
No Response	13	10.3	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	126	100.0						
4. Disposition of Question								
Answered	113	93.6	93.6	97.3	100.0	95.2-99.5	96.4-100.0	93.6-100.0
Referred	4	3.2	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	4	3.2	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	126	100.0						

5. Source Used to Answer Questions	Your Library #	%	All Phase II Libraries Median %			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	25	27.6	24.5	31.2	20.6	13.3-34.2	14.3-32.8	12.3-31.8
Circulating Collection	19	15.1	17.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-48.6
Card Catalog	25	17.8	17.3	12.1	19.8	12.4-21.1	6.7-23.8	0.0-23.4
Index	24	19.1	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	1	0.8	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	3	2.4	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	3	2.4	3.2	1.3	3.0	1.0-7.8	1.1-7.8	1.7-0.7
Other	25	19.2	20.5	15.3	15.7	0.4-17.2	10.1-35.1	3.9-35.2
TOTAL	125	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries Median			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	36	7:30	85	57	49	2-172	2-82	0-118
Lounge Chairs & Couches	3	3:30	23	11	10	0-56	0-25	0-15
Photocopier	3	Often	5	4	2	0-7	0-5	0-3
Meeting Room	24	10:30-11:30	95	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	1	4:30	6	2	2	0-10	0-3	0-4
Record Player	1	7:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	43	43	45	28-53
B. Average Length of Employment In Your Library	7	7	7	3-13
C. Average Hours per Week at Public Service	36	10	19	11-36
D. Average Hours per Week at Other Duties	3	17	17	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	•	•	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	6	75.0	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	1	12.5	28.4	35.8	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	1	12.5	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	•	•	•	•	•	0.0-3.5	0.0-0.0	0.0-0.0
No Response	•	•	1.3	•	•	0.0-3.8	0.0-11.7	0.0-0.0
TOTAL	8	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	4	10	4	2	4-26	2-10	0-7
10:00-10:59	4	11	6	3	3-31	3-10	2-7
11:00-11:59	4	11	6	3	3-31	4-10	2-7
12:00-12:59	3	10	5	3	3-28	3-9	2-5
1:00-1:59	4	11	4	3	3-27	3-9	3-6
2:00-2:59	5	12	5	4	3-33	4-11	3-7
3:00-3:59	5	11	6	5	4-34	4-11	4-9
4:00-4:59	5	12	6	4	4-31	4-10	4-9
5:00-5:59	4	14	4	4	3-26	2-6	3-6
6:00-6:59	5	8	4	5	3-17	2-6	3-5
7:00-7:59	5	7	4	5	3-19	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	•	5	1	0	0-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 35
Size Category: Small

I. Description of Collection

A. "323" Probability Sample

The purpose of the 323 probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.084	.367	.230	.122	.136-.580	.160-.288	.076-.176
b. Probability of availability	.054	.260	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.643	.596	.720	.666	.501-.810	.550-.783	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.092	.405	.246	.125	.181-.893	.143-.266	.076-.183
b. Probability of availability	.076	.237	.174	.083	.121-.438	.074-.192	.045-.126
c. Availability of books owned	.634	.691	.780	.661	.353-.729	.516-.967	.538-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.019	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.019	.230	.226	.057	.019-.336	.019-.302	.019-.182
c. Availability of books owned	1.00	.692	.688	.750	.400-.840	.500-.800	.500-1.00

3. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.138	.450	.525	.188	.175-.350	.255-.450	.100-.263
2. Probability of availability	.175	.450	.513	.175	.103-.950	.128-.600	.088-.513
3. Availability of articles owned	.555	.777	.962	.875	.895-1.00	.622-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=500)	.612	.756	.818	.646	.585-.849	.630-.883	.592-.850
2. Adult Availability (N=347)	.625	.744	.846	.732	.634-.882	.660-.893	.605-.929
3. Juvenile Availability (N=153)	.582	.656	.592	.648	.388-.846	.494-.724	.543-.745

II. Building Usage

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
A. Description of Users							
1. Sex							
Male	900	60.3	66.0	44.5	43.0-66.0	42.2-51.5	35.1-52.0
Female	946	38.0	52.4	54.0	30.1-53.3	45.1-55.8	44.0-62.8
No Response	14	3.2	2.0	1.0	2.2-5.0	2.0-5.5	0.0-2.4
TOTAL	1550	100.0					
2. Student-Nonstudent							
Student	842	36.1	47.3	52.7	28.4-45.1	45.1-52.0	42.0-57.1
Nonstudent	702	60.0	48.2	45.7	52.7-57.0	40.7-51.9	42.0-57.2
No Response	*				0.0-11.0	6.0-7.5	0.0-7.2
TOTAL	1550	100.0					
3. Grade Level of Students							
Elementary (K-5)	290	8.8	25.1	31.3	3.5-20.4	20.1-33.5	13.5-46.1
Junior High School (7-9)	177	19.2	10.0	10.7	2.2-35.5	12.0-22.7	12.6-22.4
High School (10-12)	266	34.0	10.7	13.5	22.3-33.9	21.5-35.1	20.1-37.4
College	31	7.0	10.7	13.5	11.0-91.0	10.7-20.1	0.0-24.4
Graduate School	3	0.4	1.0	0.4	2.1-10.8	0.2-2.4	0.0-3.4
No Response	35	4.1	6.0	0.3	3.7-20.4	0.1-9.0	0.0-12.2
TOTAL	692	100.0					
4. Occupation of Nonstudents							
Professional	114	17.1	18.1	18.7	15.5-33.2	17.0-23.3	12.5-29.1
Other White Collar	122	18.0	21.0	18.3	10.0-36.0	10.0-30.2	1.4-25.1
Blue Collar	86	12.0	10.0	10.9	5.7-17.2	6.7-10.5	1.1-10.2
Housewife/mother	241	35.1	22.5	32.0	2.5-29.3	13.8-20.5	17.4-43.5
Retired	44	6.6	7.8	6.6	5.3-15.4	1.3-10.5	1.0-13.5
Unemployed	9	1.3	1.7	1.3	0.7-6.4	1.1-2.3	0.0-3.3
No Response	51	7.0	15.0	7.0	0.5-30.0	6.0-21.0	0.4-20.7
TOTAL	657	100.0					
5. Time Entered							
9:00-9:59	*						
10:00-10:59	86	5.0	7.6	5.5	4.2-8.0	0.1-10.5	0.0-7.7
11:00-11:59	93	6.0	7.7	5.0	5.4-8.0	7.0-11.0	0.1-10.5
12:00-12:59	40	2.0	7.8	6.0	1.7-15.5	5.0-13.4	0.0-10.4
1:00-1:59	70	4.0	7.4	6.0	0.5-12.5	6.0-11.4	0.0-11.4
2:00-2:59	106	6.0	10.0	6.0	0.0-12.0	5.7-12.7	0.0-12.0
3:00-3:59	220	14.7	10.4	11.0	7.4-12.7	3.3-10.0	0.0-12.0
4:00-4:59	130	8.4	6.5	10.4	7.1-18.0	3.0-10.0	0.0-12.0
5:00-5:59	160	10.1	5.0	10.4	4.1-10.0	2.5-10.0	0.0-12.0
6:00-6:59	245	15.0	5.0	10.4	5.5-10.0	2.5-10.0	0.0-12.0
7:00-7:59	125	7.1	5.0	7.1	2.0-5.5	2.0-5.5	0.0-12.0
8:00-8:59	1	0.1	0.0	0.0	0.0-0.0	0.0-0.0	0.0-12.0
No Response	*						
TOTAL	1550	100.0					
6. Satisfaction							
Satisfied	1095	70.0	60.0	72.0	58.0-73.4	66.3-73.0	62.5-77.5
Partially Satisfied	270	17.0	16.0	16.0	5.0-20.8	15.2-21.1	1.0-20.0
Not Satisfied	134	8.0	0.0	10.0	5.0-20.8	0.0-10.4	1.0-20.0
No Response	51	3.0	0.0	5.0	3.0-20.4	3.2-6.1	2.4-20.0
TOTAL	1550	100.0					

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	97	21.3	20.7	25.3	21.7	12.5-35.3	10.0-32.5	17.4-40.7
Periodicals	102	23.6	20.7	23.7	25.3	9.1-33.7	24.5-34.5	12.0-31.5
General Encyclopedias	53	13.0	2.3	4.3	11.5	0.3-7.7	2.7-9.0	5.8-11.7
Reference Books	130	29.5	10.3	7.0	6.3	0.5-23.8	0.5-11.4	0.7-29.5
Microfilm	20	6.6	14.0	12.4	19.0	4.4-23.0	3.4-13.2	4.7-18.1
Circulating Fiction	•	•	4.3	0.7	•	0.0-9.0	0.0-7.3	0.0-11.0
Vertical File	20	6.6	4.4	1.7	6.4	2.0-15.7	0.2-26.4	0.0-17.2
Records	•	•	6.6	0.7	4.2	0.2-11.3	6.0-11.3	0.0-23.7
Other	•	•	2.3	0.7	0.3	0.0-5.7	0.0-6.5	0.0-2.0
TOTAL	450	100.0	7.0	2.2	6.6	5.2-13.0	0.7-15.4	1.3-11.5

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	1730	1800	1370-10036	1400-4252	1032-2265
# of Users Circulating Books	537	615	503-2410	451-1347	333-708
Average # of Items per User	3.23	3.12	2.50-3.80	3.10-5.07	2.55-3.50
# Users Checking Out Books	34.05	47.05	20.7-52.4	23.2-51.5	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1007	93.3	70.5	70.2	93.3	81.2-94.0	84.5-95.9	77.5-95.8
Periodicals	18	1.0	•	3.0	1.0	0.0-0.3	0.0-8.3	0.1-5.2
Records	42	2.3	5.0	2.4	3.9	0.0-7.0	0.4-4.4	2.3-5.7
Other	82	4.4	5.0	1.0	1.9	1.2-16.5	0.0-2.9	0.7-21.0
TOTAL	1099	100.0						
Returned:								
Books	1702	95.0	75.0	71.5	91.7	73.0-91.7	74.0-99.4	72.5-95.8
Periodicals	33	1.0	7.0	1.0	1.3	0.0-1.0	0.0-3.3	0.1-4.8
Records	45	2.4	7.0	1.0	2.7	5.3-15.0	1.2-4.5	2.4-8.5
Other	•	•	7.0	1.0	1.1	0.3-15.3	0.4-5.2	0.0-21.4
TOTAL	1800	100.0						

IV. Patterns of Reference Usage

Library 35

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	6	3.1	6.7	4.2	3.1	5.5-8.2	5-9.3	0.6-11.8
10:00-10:59	20	10.5	8.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	11	5.8	9.1	7.9	7.2	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	17	8.9	9.0	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	16	8.4	9.0	7.9	8.4	6.9-12.4	7.2-18.6	5.6-14.5
2:00-2:59	279	8.9	9.1	9.0	6.1	6.7-11.3	4.8-14.2	3.5-10.7
3:00-3:59	13	6.8	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	17	8.9	10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	9	4.7	7.5	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	21	11.0	5.2	6.5	10.6	4.3-7.6	3.7-9.3	3.9-12.9
7:00-7:59	11	5.8	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	18	6.4	5.0	9.6	6.3	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	191	100.0						
B. Type of Question								
Source Related	89	46.1	38.8	34.2	46.3	29.2-50.4	31.3-72.2	19.6-90.2
Directional	103	53.9	61.2	65.8	53.2	49.6-70.8	27.8-68.7	9.8-80.4
TOTAL	191	100.0						
C. Source Related Questions								
1. Questioner								
Student	33	38.6	22.7	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	54	61.4	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	88	100.0						
2. Means								
In person	64	72.7	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	34	27.3	46.5	18.5	15.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	88	100.0						
3. Searcher								
Librarian	81	92.0	88.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	5	5.7	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	2	2.3	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	88	100.0						
4. Disposition of Question								
Answered	88	100.0	99.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	918	100.0						

IV. Patterns of Reference Usage

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	6	3.1	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.8
10:00-10:59	29	10.5	8.3	7.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	11	5.8	9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	17	8.0	9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	15	8.4	9.9	7.9	8.4	6.3-12.4	7.2-18.6	5.6-14.5
2:00-2:59	279	8.9	9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	13	6.3	9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-13.3
4:00-4:59	17	8.9	10.2	12.4	10.3	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	9	4.7	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	21	11.0	7.2	6.5	10.6	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	11	5.8	5.5	8.7	8.2	2.8-6.0	4.5-9.7	4.3-15.2
8:00-8:59	18	9.4	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	191	100.0						
B. Type of Question								
Source Related		46.1	38.8	34.2	45.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	103	53.9	61.2	65.8	53.2	49.6-70.8	27.8-68.7	7.8-80.4
TOTAL	191	100.0						
C. Source Related Questions								
1. Questioner								
Student	33	38.6	22.9	46.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	54	61.4	76.1	51.8	51.6	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	2.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	98	100.0						
2. Means								
In Person	64	72.7	53.5	81.5	80.0	39.2-77.7	75.6-91.1	61.4-95.8
By Phone	34	27.3	46.5	18.5	16.1	22.3-60.8	8.9-23.4	4.2-38.6
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	83	100.0						
3. Searcher								
Librarian	81	92.0	83.0	87.2	92.0	73.4-95.6	39.3-91.0	55.6-100.0
User	5	5.7	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	2	2.3	1.3	4.3	5.7	0.6-10.9	1.1-4.1	0.0-24.7
No Response	*	*	0.4	0.0	0.0	0.0-9.8	0.0-8.9	0.0-10.3
TOTAL	89	100.0						
4. Disposition of Question								
Answered	88	100.0	98.6	97.8	100.0	95.2-99.6	96.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	913	100.0						

5. Source Used to Answer Questions	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Reference Book	13	29.2	31.2	29.2	18.3-29.2	19.1-22.8	12.3-22.8
Circulating Collection	23	17.3	27.6	27.3	4.5-19.6	10.6-20.8	2.3-20.8
Card Catalog	13	17.3	24.3	17.3	12.4-21.1	17.7-20.9	2.3-20.9
Index	4	9.4	22.3	5.3	3.0-13.3	2.9-11.7	2.7-11.3
Telephone Book	4	5.4	0.4	0.4	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	3	3.3	7.5	3.0	0.3-9.6	0.0-3.1	0.0-2.6
Vertical File	31	3.3	1.3	3.0	1.0-7.8	1.1-7.9	1.7-9.7
Other	32	20.3	10.3	15.7	3.4-17.2	10.1-35.1	3.3-35.2
TOTAL	88						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
Table Jeating	24	57	47	47	2-179	2-82	0-119
Lounge Chairs & Couches	15	11	10	10	0-56	0-25	0-15
Photocopyer	2	4	2	2	0-7	0-5	0-3
Meeting Room	3	77	61	61	0-219	0-215	0-121
Microfilm Reader (Printer)	3	2	2	2	0-10	0-3	0-4
Record Player	None	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	43	33	48	45	25-49	29-48	29-53
B. Average Length of Employment in Your Library	3	7	7	7	5-11	5-10	3-13
C. Average Hours per Week at Public Service	24	18	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	24	17	17	17	9-23	13-24	10-25

Low-High Range

All Phase II Libraries

Your Library

E. Highest Degree Earned

High School
Some College
BA
MA
PhD
No Response
TOTAL

	Large	Median	Small	Large	Medium	Small
High School	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	28.4	35.8	25.0	15.6-50.0	5.3-50.0	11.1-27.3
MA	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.2
PhD	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	7	100.0				

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59
10:00-10:59
11:00-11:59
12:00-12:59
1:00-1:59
2:00-2:59
3:00-3:59
4:00-4:59
5:00-5:59
6:00-6:59
7:00-7:59
8:00-8:59
9:00-9:59

	Large	Median	Small	Large	Medium	Small
9:00-9:59	10	4	2	4-26	2-10	0-7
10:00-10:59	11	6	3	3-31	3-10	2-7
11:00-11:59	11	6	3	3-31	4-10	2-7
12:00-12:59	10	5	3	3-28	3-8	2-5
1:00-1:59	11	4	3	3-27	3-9	3-6
2:00-2:59	12	5	4	3-33	4-11	3-7
3:00-3:59	11	6	5	4-34	4-11	4-9
4:00-4:59	12	6	4	4-31	4-10	4-9
5:00-5:59	14	4	4	3-26	2-8	3-6
6:00-6:59	8	4	5	3-17	2-6	3-5
7:00-7:59	7	4	5	3-19	2-6	3-5
8:00-8:59	7	3	5	3-18	2-6	3-5
9:00-9:59	5	1	0	0-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 36

Size Category: Small

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.120	.367	.230	.122	.136-.580	.100-.282	.076-.170
b. Probability of availability	.080	.268	.180	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.667	.696	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.125	.405	.246	.125	.121-.823	.143-.200	.076-.183
b. Probability of availability	.083	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.661	.691	.780	.661	.353-.729	.510-.667	.588-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.075	.453	.302	.075	.038-.755	.038-.472	.018-.293
b. Probability of availability	.057	.230	.226	.057	.019-.306	.019-.302	.019-.182
c. Availability of books owned	.750	.592	.688	.750	.400-.840	.500-.800	.500-1.00

B. Periodical Sample (N=80)

The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:

1. Probability of ownership	.188	.450	.325	.188	.175-.950	.255-.450	.100-.283
2. Probability of availability	.188	.450	.313	.175	.163-.950	.188-.600	.088-.515
3. Availability of articles owned	1.00	.977	.962	.875	.895-1.00	.682-1.00	.625-1.00

C. Title Availability Sample

The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:

1. Total Availability (N=486)	.632	.756	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=389)	.635	.744	.846	.732	.634-.882	.660-.899	.605-.929
3. Juvenile Availability (N=97)	.610	.636	.692	.648	.388-.846	.494-.724	.543-.746

II. Building Usage

A. Description of Users	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
1. Sex								
Male	839	47.3	60.7	44.8	44.5	43.0-66.0	42.2-51.5	36.1-53.8
Female	922	50.3	39.0	52.4	54.6	30.1-53.3	45.1-55.8	44.6-62.8
No Response	42	2.4	1.0	2.0	1.6	2.2-6.0	2.0-5.5	0.0-2.4
TOTAL	1773	100.0						
2. Student-Nonstudent								
Student	834	47.0	35.1	47.3	52.7	28.4-45.1	45.1-52.9	42.8-57.1
Nonstudent	912	50.8	64.8	49.2	45.7	52.7-69.0	40.7-54.9	42.0-57.2
No Response	127	7.2	*	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1773	100.0						
3. Grade Level of Students								
Elementary (K-5)	123	14.6	9.0	25.1	31.3	3.6-20.4	20.1-35.5	13.5-46.1
Junior High School (7-9)	115	14.6	16.0	10.0	10.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	267	34.9	34.0	27.7	23.0	22.3-43.1	21.5-35.0	24.1-37.1
College	204	24.5	30.9	19.7	13.5	12.6-41.6	10.7-20.0	9.2-24.5
Graduate School	3	0.0	1.7	1.0	0.4	0.0-16.8	0.0-2.4	0.0-3.9
No Response	132	12.2	6.7	6.6	6.3	3.7-20.4	4.1-9.6	0.8-12.2
TOTAL	834	100.0						
4. Occupation of Nonstudents								
Professional	175	21.5	27.0	18.1	18.7	15.3-33.0	17.0-33.2	12.0-38.1
Other White Collar	131	16.0	20.3	21.9	18.3	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	102	12.3	13.7	10.9	10.0	2.7-17.2	9.7-16.5	0.1-16.7
Housewife/mother	262	32.3	22.7	22.5	22.0	2.5-20.8	13.6-23.5	17.4-43.3
Retired	126	15.5	20.0	17.0	16.0	5.3-15.4	1.3-10.5	1.5-13.3
Unemployed	11	1.3	0.0	1.7	1.5	0.0-6.0	1.1-2.9	0.0-3.2
No Response	15	1.8	0.0	15.0	7.0	0.0-56.9	4.6-21.0	0.4-20.7
TOTAL	812	100.0						
5. Time Entered								
9:00-9:59	94	5.3	6.3	7.0	5.5	4.2-8.9	0.1-10.5	0.0-7.7
10:00-10:59	34	4.2	3.4	3.7	3.5	6.4-9.5	7.0-11.0	4.1-9.1
11:00-11:59	119	6.4	8.0	8.0	6.0	5.8-9.5	4.4-10.5	3.0-11.0
12:00-12:59	114	6.4	7.0	7.4	6.0	7.5-15.5	5.7-13.4	2.8-11.0
1:00-1:59	139	7.3	10.0	7.0	6.6	6.5-12.5	6.0-13.0	2.5-14.0
2:00-2:59	219	12.5	10.0	10.0	11.0	6.8-14.0	6.6-11.4	2.5-14.0
3:00-3:59	151	11.5	10.0	10.0	11.0	7.4-12.0	5.7-12.7	7.4-14.0
4:00-4:59	204	16.5	10.0	10.0	11.0	7.1-10.0	5.3-10.0	5.6-15.0
5:00-5:59	159	11.5	10.0	10.0	10.1	3.9-10.5	3.9-10.4	5.0-15.0
6:00-6:59	131	7.4	7.0	5.0	14.1	5.5-10.5	2.5-14.4	7.0-19.0
7:00-7:59	237	17.1	7.0	5.0	7.1	2.2-5.0	2.5-9.0	4.6-9.1
8:00-8:59	122	7.1	4.0	0.0	7.1	0.0-2.4	0.0-0.0	0.0-0.0
No Response	16	1.0						
TOTAL	1773	100.0						
C. Satisfaction								
Satisfied	1100	77.0	73.0	77.0	73.0	58.0-73.1	65.0-73.0	69.0-77.5
Partially Satisfied	124	7.0	16.0	16.0	16.0	9.3-20.0	15.0-21.1	13.1-22.7
Not Satisfied	129	7.0	8.0	8.0	8.0	5.7-25.8	6.1-9.1	3.0-9.0
No Response	120	6.0	3.0	0.0	5.0	3.0-20.4	3.2-6.3	2.4-9.0
TOTAL	1773	100.0						

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Circulating Non-Fiction	155	17.4	25.7	25.0	21.7	12.5-36.0	10.0-32.5	17.4-42.7
Periodicals	233	26.0	26.1	28.7	25.0	9.1-33.7	24.5-34.3	12.0-31.5
General Encyclopedias	63	7.1	7.3	4.3	11.5	0.0-7.7	2.7-9.0	5.0-41.7
Reference Books	44	4.9	10.0	7.0	4.0	0.5-23.8	0.5-10.4	0.7-30.5
Microfilm	95	10.6	4.7	12.4	10.0	4.4-23.6	3.4-30.2	4.7-15.1
Circulating Fiction	71	7.9	4.3	1.3	6.4	0.8-9.0	0.0-3.3	0.0-1.0
Vertical File	125	14.1	4.0	1.3	6.4	2.0-15.7	0.2-26.4	0.0-17.2
Records	4	0.4	2.3	0.7	0.3	0.2-11.0	0.0-11.0	0.0-2.7
Other	103	11.5	7.4	2.6	0.3	0.0-5.7	0.0-0.5	0.0-2.0
TOTAL	393	100.0	7.0	2.6	4.4	3.2-19.0	0.7-13.4	1.3-11.5

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. Breakdown of the circulation in your library during the three days studied.

The following is a

# of Items Circulated	2032	3035	1806	1370-10034	1404-4282	1033-2245
# of Users Circulating Books	516	718	616	503-3410	451-1347	322-700
Average # of Items per User	3.93	4.22	2.93	2.86-3.89	3.10-5.07	2.75-3.30
# Users Checking Out Books	34.75	33.05	38.05	20.7-52.4	29.2-51.3	20.3-50.2

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Books	1038	26.7	30.5	24.2	23.3	21.2-24.0	24.5-30.0	72.5-85.0
Periodicals	111	5.2	3.0	3.0	1.0	0.0-0.3	0.0-0.3	0.1-2.0
Records	73	3.4	2.4	2.4	3.4	0.0-7.0	0.4-4.4	2.3-3.7
Other	14	0.7	1.0	1.0	1.0	1.2-14.5	0.0-2.8	0.7-21.0
TOTAL	2136	100.0						
Returned:								
Books	3307	91.7	25.7	24.2	21.7	73.0-91.7	24.0-36.4	73.5-95.0
Periodicals	136	4.8	3.0	3.0	1.8	0.0-1.0	0.0-0.5	0.1-4.8
Records	75	2.7	2.4	2.4	2.7	5.3-13.0	1.2-4.5	2.4-4.5
Other	31	1.1	7.7	1.2	1.1	0.3-16.3	0.4-5.2	0.0-21.4
TOTAL	2814	100.0						

IV. Patterns of Reference Usage

Library 36

"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
9:00-9:59	33	8.6	6.7	4.2	3.1	5.5-8.2	0.5-9.3	0.0-11.8
10:00-10:59	17	3.7	8.3	7.7	4.8	7.1-10.5	5.5-13.4	2.4-10.5
11:00-11:59	48	10.6	7.1	7.0	7.3	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	51	11.2	7.0	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	39	9.6	7.0	7.3	8.4	6.9-12.4	7.2-18.6	5.5-14.6
2:00-2:59	16	3.5	7.1	7.0	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	39	8.6	7.2	10.5	8.6	6.3-11.5	7.3-13.1	0.8-18.3
4:00-4:59	38	8.3	10.2	12.4	10.2	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	47	10.4	7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	48	10.6	6.3	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	47	10.4	5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	25	5.5	5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
TOTAL	454	100.0						
B. Type of Question								
Source Related	39	19.6	38.8	34.2	46.8	29.2-50.4	31.3-72.2	19.6-90.2
Directional	365	80.4	61.2	65.8	53.2	49.6-70.8	27.8-66.7	9.8-80.4
TOTAL	454	100.0						
C. Source Related Questions								
1. Questioner								
Student	39	43.8	22.9	45.5	44.5	15.5-34.4	39.4-61.4	28.6-63.5
Nonstudent	50	56.2	76.1	51.8	51.0	50.6-82.3	33.3-58.5	35.5-71.4
Another Library	*	*	3.3	1.7	*	0.0-3.9	0.0-3.3	0.0-1.2
No Response	*	*	*	*	*	0.0-17.9	0.0-2.0	0.0-3.9
TOTAL	89	100.0						
2. Means								
In Person	81	91.0	53.5	81.5	80.0	39.2-77.7	76.6-91.1	61.4-95.8
By Phone	8	9.0	46.5	18.5	16.1	22.3-50.3	8.3-23.4	4.2-53.0
No Response	*	*	*	*	*	0.0-17.9	0.0-5.2	0.0-3.9
TOTAL	89	100.0						
3. Searcher								
Librarian	37	97.8	88.0	87.2	92.0	73.4-95.6	33.3-91.0	55.6-100.0
User	1	1.1	8.5	8.5	5.7	0.4-11.8	3.3-50.6	0.0-34.1
Both	*	*	1.3	4.3	5.7	0.6-10.9	1.1-14.1	0.0-24.7
No Response	1	1.1	0.4	0.0	0.0	0.0-9.8	0.0-2.9	0.0-10.3
TOTAL	89	100.0						
4. Disposition of Question								
Answered	89	100.0	98.6	97.8	100.0	95.2-99.6	95.4-100.0	93.6-100.0
Referred	*	*	0.6	0.5	0.0	0.0-3.3	0.0-3.1	0.0-3.2
Not Answered	*	*	0.7	0.5	0.0	0.3-2.9	0.0-3.2	0.0-3.2
TOTAL	89	100.0						

5. Source Used to Answer Questions	Your Library #	%	All Phase II Libraries Median #			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	20	22.5	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	6	6.8	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-40.6
Card Catalog	44	49.4	17.3	12.1	10.8	12.4-21.1	6.7-29.8	0.0-49.4
Index	3	3.4	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-12.1
Telephone Book	*	*	5.1	0.4	0.0	0.6-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	2	2.2	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	14	15.7	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	89	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries Median			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	44	7:30	85	57	49	2-178	2-82	0-112
Lounge Chairs & Couches	9	8:30	23	11	10	0-56	0-25	0-15
Photocopier	3	2:30	5	4	2	0-7	0-5	0-3
Meeting Room	100	2:30 & 3:30	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	*	*	6	2	2	0-10	0-3	0-4
Record Player	1	2:30 & 3:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	7	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	13	18	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	25	17	17	17	9-23	13-24	10-25

5. Source Used to Answer Questions	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
Reference Book	20	22.5	20.5	21.2	20.6	13.3-24.2	14.3-22.8	12.3-31.8
Circulating Collection	5	0.8	15.3	10.3	27.3	4.5-16.0	10.0-42.0	6.8-40.0
Card Catalog	44	49.4	17.7	12.3	10.8	12.4-21.1	6.7-22.8	0.0-40.4
Index	3	3.3	0.1	0.5	5.3	3.0-23.3	2.8-11.7	2.7-10.1
Telephone Book	*	*	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	*	*	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	2	2.2	3.8	1.0	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	14	15.7	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.0-35.2
TOTAL	89	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library		All Phase II Libraries			Low-High Range		
	#	Time	Large	Medium	Small	Large	Medium	Small
Table Seating	44	7:30	35	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	0	8:30	23	11	10	0-56	0-25	0-35
Photocopier	3	2:30	5	4	2	0-7	0-5	0-3
Meeting Room	100	2:30-3:30	26	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	*	*	5	2	2	0-10	0-3	0-4
Record Player	1	2:30-3:30	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	38	33	48	45		-25-48	28-48	28-53
3. Average Length of Employment in Your Library	7	7	7	7		6-11	5-10	3-13
C. Average Hours per Week at Public Service	13	10	22	19		13-21	14-24	11-36
D. Average Hours per week at Other Duties	25	17	17	17		9-23	13-24	10-25

E. Highest Degree Earned	Your Library		All Phase II Libraries			Low-High Range		
	#	%	Large	Medium	Small	Large	Medium	Small
High School	3	23.7	7.4	0.0	22.9	0.0-14.7	0.0-29.4	0.0-33.3
Some College	5	31.3	14.4	21.4	32.0	3.5-32.8	0.0-37.5	11.1-75.0
BA	4	25.0	28.6	35.3	25.0	15.6-50.0	5.9-50.0	11.1-27.3
MA	4	25.0	47.3	37.5	23.6	20.0-55.3	21.4-53.8	0.0-77.8
PhD	*	*	*	*	*	0.0-3.5	0.0-0.0	0.0-0.0
No Response	*	*	1.3	*	*	0.0-3.8	0.0-11.7	0.0-9.1
TOTAL	16	100.0						

F. Scheduling By Hour (Average # of People Assigned to Public Service)

9:00-9:59	2	10	4	2	4-26	2-10	0-7
10:00-10:59	2	11	6	3	3-31	3-10	2-7
11:00-11:59	2	11	5	3	3-31	4-10	2-7
12:00-12:59	2	10	5	3	3-28	3-8	2-5
1:00-1:59	3	11	4	3	3-27	3-9	3-6
2:00-2:59	3	12	5	4	3-33	4-11	3-7
3:00-3:59	4	11	6	5	4-34	4-11	4-9
4:00-4:59	4	12	6	4	4-31	4-10	4-9
5:00-5:59	3	14	4	4	3-26	2-8	3-6
6:00-6:59	3	8	4	5	3-17	2-6	3-5
7:00-7:59	3	7	4	5	3-19	2-6	3-5
8:00-8:59	3	7	3	5	3-18	2-6	3-5
9:00-9:59	*	5	1	0	0-12	0-2	0-5

REPORT TO LIBRARIES PARTICIPATING IN THE P.L.A. MEASUREMENT STUDY

Name of Library: Library 37

Size Category: Small

I. Description of Collection

A. "BPR" Probability Sample

The purpose of the BPR probability sample was to determine the probability of a user obtaining any book published in the last five years. The following are the results for your library:

	Your Library	All Phase II Libraries			Low-High Range		
		Large	Median	Small	Large	Medium	Small
1. Total Sample (N=500)							
a. Probability of ownership	.160	.367	.230	.122	.136-.520	.100-.288	.076-.176
b. Probability of availability	.112	.269	.130	.080	.110-.414	.088-.202	.044-.124
c. Availability of books owned	.700	.596	.720	.666	.561-.810	.550-.789	.579-.750
2. Adult Books (N=447)							
a. Probability of ownership	.183	.405	.246	.125	.121-.893	.143-.250	.076-.183
b. Probability of availability	.123	.237	.174	.083	.121-.438	.074-.192	.045-.128
c. Availability of books owned	.671	.691	.780	.661	.353-.729	.516-.957	.583-.774
3. Juvenile Books (N=53)							
a. Probability of ownership	.019	.453	.302	.075	.038-.755	.038-.472	.018-.283
b. Probability of availability	.019	.230	.226	.057	.019-.396	.019-.302	.012-.183
c. Availability of books owned	1.00	.592	.688	.750	.400-.840	.500-.800	.500-1.00
B. Periodical Sample (N=80)							
The periodical probability sample was drawn to determine the availability of articles listed in eight common indexes. The following are the results for your library:							
1. Probability of ownership	.263	.450	.325	.188	.175-.950	.255-.450	.100-.263
2. Probability of availability	.188	.450	.313	.175	.163-.950	.188-.500	.088-.513
3. Availability of articles owned	.714	.777	.962	.875	.835-1.00	.682-1.00	.623-1.00
C. Title Availability Sample							
The title availability sample was the sample that you took of your own collection. The purpose of this sample was to be able to describe your collection as well as to determine the availability of the books that you actually own. The following are the results for your library:							
1. Total Availability (N=500)	.582	.755	.818	.646	.585-.849	.630-.889	.582-.850
2. Adult Availability (N=314)	.732	.744	.846	.732	.634-.882	.660-.899	.605-.920
3. Juvenile Availability (N=186)	.543	.636	.692	.648	.388-.846	.434-.724	.543-.746

1. Description of Users	Your Library	All Public Libraries			Low-High Range		
		Large	Medium	Small	Large	Medium	Small
1. Sex							
Male	571	52.3	44.2	44.5	43.0-55.0	42.2-51.5	36.1-53.8
Female	556	46.6	52.4	54.6	39.1-53.3	45.1-55.8	44.0-52.8
No Response	29	1.6	2.8	1.0	2.2-5.0	2.0-5.5	0.7-2.4
TOTAL	1247	100.0					
2. Student-Nonstudent							
Student	519	36.1	47.3	52.7	28.4-45.1	45.1-52.3	42.8-57.1
Nonstudent	533	45.1	48.2	45.7	52.7-59.0	40.7-54.9	42.0-57.2
No Response	65	5.3	*	*	0.0-11.0	0.0-7.5	0.0-7.2
TOTAL	1247	100.0					
3. Grade Level of Students							
Elementary (K-5)	161	26.0	25.1	31.3	3.6-20.4	20.1-25.5	13.5-36.1
Junior High School (7-9)	142	22.3	19.0	19.7	2.4-25.5	12.8-22.7	13.8-22.0
High School (10-12)	173	28.0	29.7	28.0	22.3-43.3	21.5-26.1	24.1-33.7
College	20	12.0	10.7	13.5	11.0-41.6	10.7-20.0	3.2-24.5
Graduate School	21	3.4	1.3	0.9	2.1-10.8	0.2-2.4	0.0-3.4
No Response	42	6.3	6.6	6.3	3.7-20.4	4.1-9.5	0.0-12.2
TOTAL	519	100.0					
4. Occupation of Nonstudents							
Professional	152	28.1	18.1	18.7	15.3-33.2	17.0-23.3	12.5-28.1
Other White Collar	142	25.2	21.0	13.5	10.0-36.0	19.0-30.2	14.7-25.2
Blue Collar	94	10.7	10.8	10.3	5.7-17.2	2.7-16.3	6.1-16.3
Housewife/mother	76	17.4	22.5	32.2	2.5-29.8	13.8-29.5	17.4-33.7
Retired	50	10.3	9.9	6.6	5.3-15.4	1.3-10.5	1.0-15.5
Unemployed	11	1.3	1.7	1.3	0.7-6.4	1.1-2.0	0.0-3.2
No Response	2	0.4	15.0	7.6	0.5-56.0	4.6-21.0	0.4-20.7
TOTAL	553	100.0					
5. Time Entered							
9:00-9:59	82	6.6	7.8	6.3	4.2-8.0	0.1-10.5	0.0-7.3
10:00-10:59	96	7.7	9.0	5.5	5.8-9.5	7.0-11.0	4.1-7.1
11:00-11:59	112	9.0	8.7	6.0	5.8-9.5	4.4-7.5	3.1-7.0
12:00-12:59	174	14.0	13.4	8.0	7.5-15.5	5.7-13.4	2.2-12.0
1:00-1:59	111	8.9	7.4	6.8	6.5-12.5	6.3-11.4	2.5-14.1
2:00-2:59	94	7.6	10.3	11.2	6.3-10.8	6.6-11.7	2.4-14.7
3:00-3:59	93	7.6	10.4	11.5	9.4-12.0	8.8-12.7	7.9-14.0
4:00-4:59	134	10.7	16.5	11.5	7.4-12.7	5.7-12.7	6.5-15.0
5:00-5:59	80	6.4	5.8	10.9	7.1-10.0	3.5-9.0	3.0-9.2
6:00-6:59	134	10.7	8.0	10.1	4.7-8.3	2.9-10.4	3.0-16.8
7:00-7:59	179	14.4	5.3	14.1	5.5-9.0	2.5-10.4	7.0-16.8
8:00-8:59	66	5.3	5.3	7.1	2.5-5.9	0.0-8.8	4.0-8.1
No Response	*	*	0.1	7.1	0.0-2.4	0.0-0.3	0.0-1.0
TOTAL	1247	100.0					
6. Satisfaction							
Satisfied	224	79.1	70.0	79.0	50.0-73.1	70.3-73.0	62.5-77.5
Partially Satisfied	225	10.0	10.0	16.0	6.5-20.8	15.2-21.1	13.1-22.7
Not Satisfied	33	5.0	5.0	5.0	3.7-25.0	3.1-7.4	5.0-8.0
No Response	35	3.0	3.0	5.0	3.0-20.4	3.2-6.1	2.4-6.0
TOTAL	1047	100.0					

III. Circulation

A. In-Library Circulation

In-Library circulation deals with the use of materials within the library by the patrons. The following table gives a breakdown of the types of materials used within your library and the frequency with which they were used during the three days studied.

Type of Material	Your Library	All Phase II Libraries				Low-High Range		
		Large	Medium	Small	Large	Medium	Small	
Circulating Non-Fiction	122	25.7	25.0	21.7	12.5-55.3	10.3-40.5	17.4-42.7	
Periodicals	51	26.1	20.7	25.0	0.1-33.7	24.3-34.3	19.0-31.5	
General Encyclopedias	21	2.0	4.3	11.3	0.0-7.7	2.7-2.6	5.0-11.7	
Newspapers	15	10.0	7.0	6.0	0.5-23.0	0.5-18.4	0.7-23.5	
Reference books	12	14.0	12.0	10.5	4.4-23.0	3.4-20.3	4.7-18.1	
Microfilm	3	0.0	0.0	0.0	0.0-0.0	0.0-0.0	0.0-0.0	
Circulating Fiction	25	4.0	1.7	6.4	3.0-15.7	0.2-20.4	0.0-17.0	
Vertical File	38	0.3	0.7	4.8	0.2-11.0	0.0-11.0	0.0-22.7	
Records	1	0.3	0.0	0.0	0.0-0.3	0.0-0.0	0.0-0.0	
Other	15	7.0	2.3	0.0	3.2-10.0	0.7-13.4	1.5-11.0	
TOTAL	339	100.0						

B. Outside the Library Circulation

Outside the library circulation deals with traditional circulation figures. The following is a breakdown of the circulation in your library during the three days studied.

# of Items Circulated	1977	1978	1979	1980-1984	1985-1989
# of Users Circulating Books	625	619	616	503-3410	451-1347
Average # of Items per User	3.23	3.12	3.23	2.56-3.03	3.10-3.07
% Users Checking Out Books	50.1%	50.1%	50.1%	20.7-52.4	20.2-51.3

C. Items Circulated and Returned

"Items Circulated and Returned" refers to the types of items circulated. The following is a breakdown of the items that your library circulated on the three days studied.

Circulated	1977	1978	1979	1980-1984	1985-1989	Returned	1977	1978	1979	1980-1984	1985-1989
Books	1077	1077	1077	81.2-34.0	84.5-36.0	72.5-35.2					
Periodicals	19	19	19	0.0-0.3	0.0-0.3	0.1-0.2					
Records	75	75	75	0.0-7.0	0.0-4.4	2.3-3.7					
Other	40	40	40	1.2-14.5	0.0-2.2	0.7-21.0					
TOTAL	2139	2139	2139								
Returned:											
Books	3227	3227	3227	73.0-91.7	84.0-88.4	73.5-95.8					
Periodicals	52	52	52	0.0-1.6	0.0-6.3	0.1-4.8					
Records	131	131	131	5.3-13.0	1.2-4.5	2.4-4.1					
Other	26	26	26	0.3-10.3	0.4-5.2	0.0-21.4					
TOTAL	3335	3335	3335								

IV. Patterns of Reference Usage

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"Patterns of Reference Usage" deals with the data that your library collected on all reference questions asked over the three day period studied. The following are the results for your library.

A. Reference Activity by Time of Day				All Phase II Libraries			Low-High Range		
Your Library				Median %					
				Large	Medium	Small	Large	Medium	Small
9:00-9:59	56	11.8		5.7	4.2	3.1	5.5-8.2	0.5-9.3	0.6-11.6
10:00-10:59	24	5.1		9.3	9.7	4.8	7.1-19.5	5.5-13.4	2.4-10.5
11:00-11:59	37	7.8		9.1	7.9	7.8	6.9-10.5	4.3-9.0	4.3-11.2
12:00-12:59	49	10.3		9.9	7.3	8.9	6.6-11.6	5.8-12.4	3.1-11.8
1:00-1:59	54	11.4		9.9	7.9	8.4	6.9-12.4	7.2-18.5	3.1-14.6
2:00-2:59	29	6.1		9.1	9.9	6.1	6.7-11.3	4.8-14.2	3.5-16.7
3:00-3:59	36	7.6		9.2	10.5	8.6	6.3-11.5	7.5-13.1	6.8-18.3
4:00-4:59	41	8.6		10.2	12.4	10.8	8.5-16.5	9.1-13.2	8.3-18.3
5:00-5:59	39	6.3		7.6	6.1	6.3	6.1-8.6	1.1-10.0	4.7-10.4
6:00-6:59	44	9.3		6.2	6.5	10.5	4.3-7.6	3.7-8.3	3.9-12.9
7:00-7:59	36	7.6		5.5	8.7	8.2	2.8-8.6	4.5-9.7	4.3-15.2
8:00-8:59	32	6.3		5.0	8.6	6.8	3.4-6.9	3.3-12.6	5.2-12.2
No Response	6	1.3							
TOTAL	474	100.0							
B. Type of Question									
Source Related									
Directional									
TOTAL									
C. Source Related Questions									
1. Questioner									
Student									
Nonstudent									
Another Library									
No Response									
TOTAL									
2. Means									
In Person									
By Phone									
No Response									
TOTAL									
3. Searcher									
Librarian									
User									
Both									
No Response									
TOTAL									
4. Disposition of Question									
Answered									
Referred									
Not Answered									
TOTAL									

5. Source Used to Answer Questions	Your Library #	%	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Reference Book	24	15.5	24.5	21.2	20.6	13.3-34.2	14.9-32.8	12.3-31.8
Circulating Collection	51	39.3	13.4	30.4	27.3	4.5-46.6	10.6-40.0	6.8-46.6
Card Catalog	37	23.9	17.3	12.1	19.8	12.4-21.1	6.7-29.8	0.0-49.4
Index	11	7.1	9.1	6.5	5.3	3.0-13.3	2.8-11.7	2.7-19.1
Telephone Book	1	0.6	5.1	0.4	0.0	0.0-10.4	0.0-4.2	0.0-1.7
City Directory	1	*	3.2	0.5	0.0	0.3-9.6	0.0-3.1	0.0-2.4
Vertical File	15	7.7	3.8	1.9	3.0	1.0-7.8	1.1-7.8	1.7-9.7
Other	6	3.9	20.5	16.3	15.7	9.4-17.2	10.1-35.1	3.9-35.2
TOTAL	155	100.0						

V. Facilities Usage

Facilities Usage deals with the use of equipment and special facilities in your library by your patrons. The figures below indicate the highest incidence of use of each of the listed items during the three days that you collected this information as well as the time of day when this occurred.

Type of Item	Your Library #	Time	All Phase II Libraries			Low-High Range		
			Large	Medium	Small	Large	Medium	Small
Table Seating	118	7:30	85	57	49	2-178	2-82	0-118
Lounge Chairs & Couches	15	7:30	23	11	10	0-56	0-25	0-15
Photocopier	2	Often	5	4	2	0-7	0-5	0-3
Meeting Room	42	1:30	96	77	61	0-218	0-215	0-121
Microfilm Reader (Printer)	2	Often	6	2	2	0-10	0-3	0-4
Record Player	None	None	4	2	2	0-8	0-2	0-4

VI. Public Service Personnel

Public service personnel are those employees of the library that have contact with the users. The following is a profile of these individuals in your library.

A. Median Age	53	33	48	45	-25-48	28-48	28-53
B. Average Length of Employment in Your Library	13	7	7	7	6-11	5-10	3-13
C. Average Hours per Week at Public Service	21	18	22	19	13-21	14-24	11-36
D. Average Hours per week at Other Duties	10	17	17	17	9-23	13-24	10-25

	Low-High Range		
	Large	Medium	Small
0.0-14.7	0.0-14.7	0.0-29.4	0.0-33.3
3.5-32.8	3.5-32.8	0.0-37.5	11.1-75.0
15.6-50.0	15.6-50.0	5.0-50.0	11.1-27.3
20.0-55.3	20.0-55.3	21.4-53.8	0.0-77.8
0.0-3.5	0.0-3.5	0.0-0.0	0.0-0.0
0.0-3.8	0.0-3.8	0.0-11.7	0.0-9.1

All Phase II Libraries	Median		
	Large	Medium	Small
7.4	7.4	0.0	22.0
14.4	14.4	21.4	32.0
28.4	28.4	35.8	25.0
47.3	47.3	37.5	25.6
*	*	*	*
1.3	1.3	*	*

Your Library	%	
	#	%
High School	7	31.3
Some College	5	22.7
BA	6	27.3
MA	2	9.1
PhD	*	*
No Response	2	9.1
TOTAL	31	100.0

F. Scheduling by Hour (Average # of People Assigned to Public Service)

	Large	Medium	Small
9:00-9:59	10	4	2
10:00-10:59	11	6	3
11:00-11:59	11	6	3
12:00-12:59	10	5	3
1:00-1:59	11	4	3
2:00-2:59	12	5	4
3:00-3:59	11	6	5
4:00-4:59	12	6	4
5:00-5:59	14	4	4
6:00-6:59	8	4	5
7:00-7:59	7	4	5
8:00-8:59	7	3	5
9:00-9:59	5	1	0